



IATA

Serial Number Allocation Program

User Manual for the GDS user

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Revision History

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0.2	Addition	Monitor Usage	11-09-17	Sanket Pithadia		
0.3	Addition	Serial allocation dashboard	26-12-17	B. Asiain		

References

Reader should read this document in conjunction with the following documents:

Reference and Document Name	Version	Location
SNAP enhancement - GDS access for SNAP application.docx	1.0	

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1. Preface

IATA governs the international air transportation industry and offers various services and programs to various players (for e.g., airlines, agencies, passengers etc) in the air transportation industry. In this regard, IATA undertakes the process of serial number allocation of the tickets that can be issued to the passengers.

The purpose of SNAP is to issue and maintain the serial numbers that appear on the airline tickets. Along with the creation and maintenance of serial numbers, SNAP also takes care of the agencies that are allocated these serial numbers for issuing them to the passengers. The application presents itself to different types of users (External User and Internal User) who are able to access it from IATA intranet and internet. External and Internal users are categorized into four broad accounts viz. Admin (Internal), SCM (Internal) and GDS (External).

The SNAP GDS user is an external member who has privilege to request serial number allocation.

The Admin user has access to request allocation and self-administration functionality, They are listed below:

Serial Numbers allocation: Request Allocation.

Forgot Password: If the GDS user forgot the login password, this function will send a random password to user's email address.

Change Password: GDS user can change the login password.

1.1. Scope

This manual details the various activities undertaken by the GDS users.

1.2. Audience

This manual is intended for the use of GDS SNAP users. The GDS users understand the application better through this manual and this will help them efficiently execute their work.

1.3. Acronyms

Acronym	Description
IATA	International Air Transport Association
SNAP	Serial Number Allocation Program
BSP	Billing and Settlement Plan - External User
DPC	Data Processing Centre
GDS	Global Distribution System - External User



SCM	IATA Employee
-----	---------------

1.4. Conventions

Conventions	Description
Bold	Sub points are highlighted in bold .
Italic	User Interface elements are italic. Example: Click <i>OK</i> .



2. Getting Started

2.1. Login

<https://supplylink.iata.org/portal/index.html?ctrl:id=page.iata.SNAP>

Enter your *User ID* and *Password* in the login page.

The *GDS Home* page is displayed.

Expired allocations	volumes	BSP	GDS	Allocation Date	Status
1,733,210,550-1,734,220,550	1,010,000	NETHERLANDS		12-01-2016	purge
2,811,567,150-2,811,607,150	40,000	FINLAND		12-01-2016	purge
1,734,220,550-1,734,250,550	30,000	MALTA		12-01-2016	purge
1,732,570,550-1,733,210,550	640,000	CANADA		12-01-2016	purge
1,734,340,550-1,734,660,550	320,000	KUWAIT		13-01-2016	purge
2,811,607,150-2,811,637,150	30,000	UNITED KINGDOM		13-01-2016	purge
1,734,660,550-1,735,730,550	1,070,000	NORWAY		13-01-2016	purge
1,735,730,550-1,736,390,550	660,000	DENMARK		13-01-2016	purge
1,734,250,550-1,734,340,550	90,000	COSTA RICA		13-01-2016	purge
1,736,918,550-1,736,968,550	50,000	OMAN		14-01-2016	purge



If the login was not successful, the user is redirected to the invalid login page as shown below.

The screenshot shows the SNAP Login Page. At the top is the IATA logo. Below it, the text 'SNAP' is displayed in green, followed by 'Login' in blue. The main heading is 'Login Page' in green. Below this is a welcome message: 'Welcome to S.N.A.P application. Please login:'. A red error message states: 'Invalid username or password. Please contact SNAP admin at snap@iata.org for access to the SNAP portal'. Below the error message are two input fields: 'Username:' with the value 'gds1' and 'Password:'. At the bottom of the form are two buttons: a 'Login' button with a right arrow icon and a 'Forgot your password?' link with a right arrow icon. At the very bottom of the page, a footer line reads: 'Bin v5.2 of 04.01.2007 ©2005 International Air Transport Association. All rights reserved.'

2.2. Home page

The *GDS Home* page displays the links to all the functionality as provided by the SNAP application. Each page in the application displays the left side menu where each entry is linked to a specific functionality. Clicking on the *Home* link redirects the user to *Admin Home* page. The *Logout* link terminates the current logged in user's session and redirects him/her to the *Login Home* page.

Operations are grouped into specific categories and are displayed in blue color. The group headers are displayed in green color.

The *GDS Home* page also shows the Serial number allocations Dashboard. This chart will show all the allocations happened in the last 12 months. The 'purge' option will be then available up to 12 months after the allocation and once the GDS clicks on it, the allocation will disappear from the *GDS Home* page.

This dashboard empowers GDSs and act as a reminder to collect unused documents from the agents and provide them with fresh stock.




Serial number allocations Dashboard

Expired allocations	volumes	BSP	GDS	Allocation Date	Status
1,734,220,550-1,734,250,550	30,000	MALTA		12-01-2016	purge
1,732,570,550-1,733,210,550	640,000	CANADA		12-01-2016	purge
2,811,567,150-2,811,607,150	40,000	FINLAND		12-01-2016	purge
1,733,210,550-1,734,220,550	1,010,000	NETHERLANDS		12-01-2016	purge
1,734,340,550-1,734,660,550	320,000	KUWAIT		13-01-2016	purge
2,811,607,150-2,811,637,150	30,000	UNITED KINGDOM		13-01-2016	purge
1,734,660,550-1,735,730,550	1,070,000	NORWAY		13-01-2016	purge
1,735,730,550-1,736,390,550	660,000	DENMARK		13-01-2016	purge
1,734,250,550-1,734,340,550	90,000	COSTA RICA		13-01-2016	purge
1,736,918,550-1,736,968,550	50,000	OMAN		14-01-2016	purge

2.3. Forgot Password

If GDS user forgot the password to login the SNAP application, user can still get a new random password by this function.

Click on the Forgot Password link on login page. The *Forgot Password* page is displayed as below:




SNAP

[Login](#) [Forgot Password](#)

Password reset form

Username:

Enter the code you see in the box below:





Enter the username and the random code that is displayed on the page, Click on the *Submit* button, if the message “Your password is reset, new password has been sent to your email box.” is displayed. A notification email will be sent to GDS registered email addresses.

Subject: PASSWORD RESET

Dear GDS User,

Your password has been successfully reset and your new login credentials are as given below:

User Name: gds1

Password: iiYEoHRMB1

Follow this link <https://supplylink.iata.org/portal/index.html?ctrl:id=window.iata.SNAP&ctrl:type=action&spage=/logoff.do> and use these credentials to logon to the IATA S.N.A.P application. Please note that the user name and password are case-sensitive.

Best regards,

SNAP ADMINISTRATOR.

GDS user can find the new password from this notification.



2.4. Change Password

GDS user can change the password when has login the application.

Click on the *Change Password* link on GDS home page. The *Change Password* page is displayed as below:

Enter the old password and new passwords, click on the **Save** button, if the message “Password changed successfully.” is displayed, that mean the password is successfully changed. A notification email will be sent to GDS registered email addresses.



Dear GDS User,

Your password has been successfully changed and your new login credentials are as given below:

Username: gds1

Password: Welcome129

Follow this link <https://supplylink.iata.org/portal/index.html?ctrl:id=window.iata.SNAP&ctrl:type=action&spage=/logoff.do> and use these credentials to logon to the IATA S.N.A.P application. Please note that the user name and password are case-sensitive.

Best regards,

SNAP ADMINISTRATOR.

3. **Serial Numbers**

This group header contains the operations that can be done on the *Serial Numbers*. The operation is: Allocation Request.

3.1. **Allocation Request:**

The serial number allocation is effectuated by the Admin user. There are two scenarios for a serial number allocation:

CGN allocation: GDS user is the one who places the CGN allocation request.

Click on the *Allocation Request* link on the left side of the page. This renders the *Allocation Home* page for the allocation of the serial numbers. The page displays the statuses of the requests that have been made so far for the allocation of serial numbers.



Allocation Home Page:

The displayed records can be filtered; with respect to the allocation request status of the records. There are three different statuses that an allocation-request could belong to:

- 1) **Pending:** The records belonging to this filter criterion are the ones that are requested by the GDS user. The GDS users need to request the Admin users for the allocation of the serial numbers. Such request comes under the Pending Filter criterion.
- 2) **Processed:** After the GDS user has made the request for the allocation to the Admin and after the Admin has approved the request, the status of the requested allocation is changed to *Processed*. All such records are shown under this criterion.
- 3) **Rejected:** If the Admin chooses to reject the allocation request as made by the GDS user, then all the rejected request would come under this criterion.

Click on the *Request Details* button on this page. The request details will be shown.



SNAP[HELP](#)

[Logout](#)
[Home](#)
[Change Password](#)

Serial Numbers
[Allocation Request](#)

Allocation Request

Pending requests	1
Processed requests	0
Rejected requests	0

Document Type	Bsp name	Gds code	Create Date	Quantity	Status	Comment
OPEMD	Italy	██████	19/06/12	1,000	PENDING	

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3.1.1. New Allocation:

Click on the *New Allocation* button to make an allocation request of serial numbers.

SNAP [HELP](#)

[Logout](#)
[Home](#)
[Change Password](#)

Serial Numbers
[Allocation Request](#)

Allocation Request

Pending requests	1
Processed requests	0
Rejected requests	0


BSP *

Document type *

Quantity *

(* marked fields are mandatory)

The page displays the fields to be entered for the successful completion of the allocation request process. Input all the fields and click *Request Allocation* button.



SNAP [HELP](#)

[Logout](#)
[Home](#)
[Change Password](#)

Serial Number:
[Allocation Request](#)


Allocation Request Confirm

BSP	Italy
Document type	OPEMD
Quantity	1,000

Are you sure you want to place this Request

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The confirmation page displays the fields that were just entered. Click *Proceed* button to complete the request.



SNAP [HELP](#)

[Logout](#)
[Home](#)
[Change Password](#)

Serial Number:
[Allocation Request](#)

Allocation Request

Your request has been sent.

Pending requests	1
Processed requests	0
Rejected requests	0

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The message “Your request has been sent” will be displayed on the page, the SNAP admin will process your request later. If the allocation request has been processed, the email notification will be sent to GDS registered email addresses.

Subject: SERIAL NUMBER ALLOCATION

DEAR ALL,
REF: GDS: GDSL SERIAL NUMBER REQUEST
BSP: Italy
FOLLOWING ARE SERIAL NUMBERS ALLOCATED TO GDS: GDSL :

TYPE	OPENING	CLOSING	QUANTITY
OPEMD	1,813,667,000	1,813,667,999	1,000

BRGDS.
SNAP ADMINISTRATOR



4. Traceability

This group header helps GDS users to extract historic data of the allocation of the GDS.

4.1. Monitor Usage:

The GDS Admin user will be able to extract historic stock allocation data per BSP and per document type.

GDS Admin user has 4 options to search historic stock allocation:

4.1.1. Form code:

GDS user can search Form code history by entering the Form code and clicking *current status*.

Monitor Usage Filter Page

The screenshot shows the 'Monitor Usage Filter Page' with two tabs: 'Current Status' (selected) and 'Action History'. Below the tabs are four input fields: 'Formcode' with the value '00', 'Serial Number' (empty), 'Active BSP' with a dropdown arrow, and 'Document type' with a dropdown arrow.

Result Screen:

The result will be the following screen with details of the form codes historic data pertaining to the GDS.

The screenshot shows the 'Monitor Current Status Results' page. It has a sidebar with links: SNAP, Logout, Home, Change Password, Serial Numbers, Allocation Request, Traceability, and Monitor Usage. The main content area has two tabs: 'Current Status' (selected) and 'Action History'. An 'Export CSV' link is circled in blue with an arrow pointing to it. Below the tabs is a table with the following data:

Form code	Doc. type	Doc. subtype	Start/End number	Quantity	Status code	BSP	GDS	Printer	Validity date	Purchase Order No.	Status date	SIAP No.
00	TASF		0,000,003,633 0,000,006,632	3,000	AB	AUSTRALIA(AU)					14/06/17	
00	TASF		0,000,003,133 0,000,003,632	500	AB	AUSTRALIA(AU)					14/06/17	
00	TASF		0,000,002,633 0,000,003,132	500	AB	AUSTRALIA(AU)					14/06/17	
00	TASF		0,000,002,033 0,000,002,532	500	AB	KOREA(KR)					27/05/17	

Note: GDS user can download the results in CSV file by clicking “Export CSV” tab on the result screen.



4.1.2. Serial Number:

GDS user can search document history by entering document number and clicking on *current status*.

Monitor Usage Filter Page

Formcode

Serial Number

9127181000

Active BSP

-

Document type

-

Results Screen:

The result will be the following screen with details of the document number history data pertaining to the GDS.

Monitor Current Status Results

Current Status

Action History

Export CSV

Form code	Doc. type	Doc. subtype	Start/End number	Quantity	Status code	BSP	GDS	Printer	Validity date	Purchase Order No.	Status date	SNAP No.
91	OPET		9,127,181,000 9,137,180,999	10,000,000	AB						12/05/16	481



4.1.3. Active BSP:

GDS user can search by picking an Active BSP and clicking on *current status*.

Monitor Usage Filter Page

Formcode

Serial Number

Active BSP

AUSTRALIA(AU)

▼

Document type

-

▼

Result Screen:

The result will be the following screen with details of the BSP historic data for the GDS.

SNAP

[Logout](#)
[Home](#)
[Change Password](#)

Serial Numbers

[Allocation Request](#)

Traceability

[Monitor Usage](#)

Monitor Current Status

Monitor Current Status Results

[Export CSV](#)

Form code	Doc. type	Doc. subtype	Start/End number	Quantity	Status code	BSP	GDS	Printer	Validity date	Purchase Order No.	Status date	SNAP No.
00	TASF		0,000,003,633 0,000,006,632	3,000	AB	AUSTRALIA(AU)					14/06/17	
00	TASF		0,000,003,133 0,000,003,632	500	AB	AUSTRALIA(AU)					14/06/17	
00	TASF		0,000,002,633 0,000,003,132	500	AB	AUSTRALIA(AU)					14/06/17	



4.1.4. Document type:

GDS user can search by document type OPET, OPEMD & TASF.

Monitor Usage Filter Page

Formcode

Serial Number

Active BSP

-

Document type

-

OPED /CGN

OPET /CGN

TASF /CGN

Result Screen:

The result will be the following screen with details of the document type historic data pertaining to the GDS.

SNAP

[Logout](#)
[Home](#)
[Change Password](#)

Serial Numbers
[Allocation Request](#)

Traceability
[Monitor Usage](#)

Monitor Current Status

Monitor Current Status Results

[Export CSV](#)

Form code	Doc. type	Doc. subtype	Start/End number	Quantity	Status code	BSP	GDS	Printer	Validity date	Purchase Order No.	Status date	SNAP No.
00	TASF		0,000,003,633 0,000,006,632	3,000	AB						14/06/17	
00	TASF		0,000,003,133 0,000,003,632	500	AB						14/06/17	
00	TASF		0,000,002,633 0,000,003,132	500	AB						14/06/17	
00	TASF		0,000,002,033 0,000,002,532	500	AB						27/05/17	



5. Glossary

Term	Description
IATA	IATA is a governing body that promotes inter-airline cooperation in promoting safe, reliable, secure, and economical air services.
SNAP	Serial Number Allocation Program. This is the name given to the application which facilitates the allocation of the serial numbers to the BSP
BSP	A BSP is the central point through which data flow between travel agents and airlines.
DPC	The DPCs run applications for BSPs: Data Processing Center. These applications are keeping track of the usage of the serial numbers. The information entered into the DPCs is provided by the GDSs and BSPs.
GDS	The GDS is an external user. This user is responsible for making any allocation requests to the Admin/SCM through the SNAP application.