

IATA Serial Number Allocation Program

User Manual for the GDS user

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Revision History

Version	Change Description	Sections	Date	Author(s)	Reviewer(s)	Approval(s)
0.1	Draft	All	19-06-12	Jack Jiang		
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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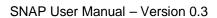




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1. Preface

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

1.4. Conventions

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

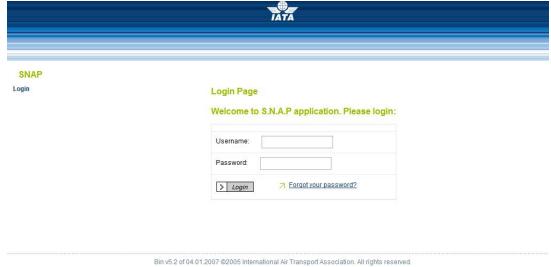


2. Getting Started

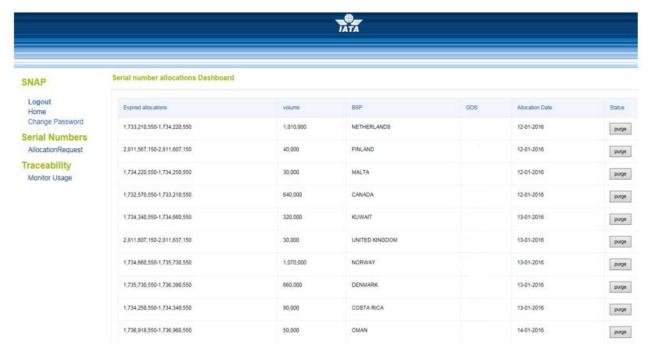
2.1. Login

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

Enter your User ID and Password in the login page.



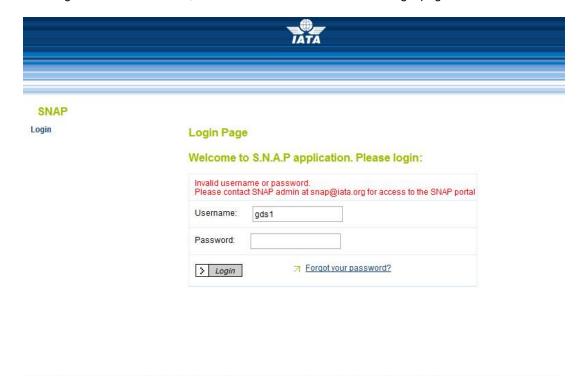
The GDS Home page is displayed.



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



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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.

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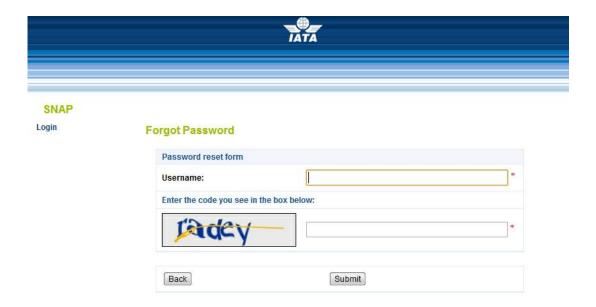
Serial number allocations Dashboard

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

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:



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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.

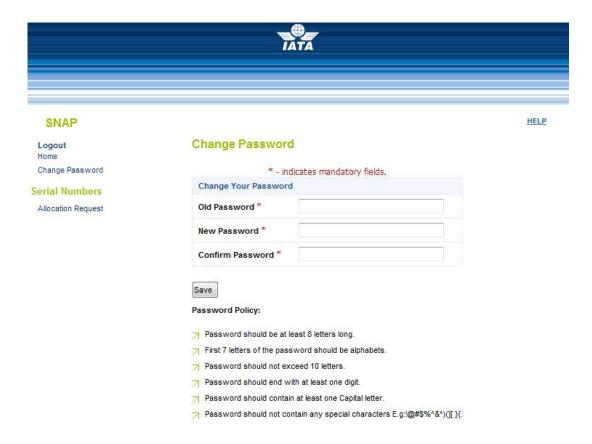
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2.4. Change Password

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. <u>Serial Numbers</u>

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:

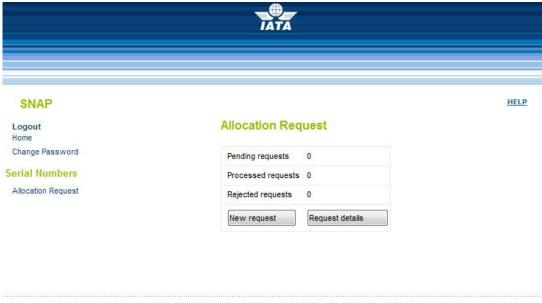
CGN allocation: GDS user is the one who places the CGN allocation request.

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.

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Allocation Home Page:



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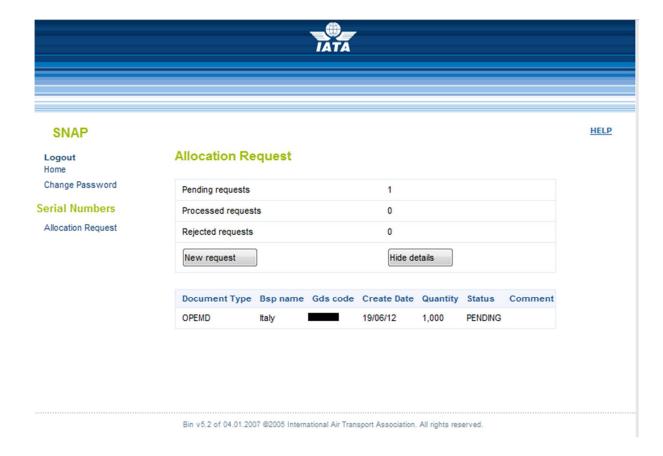
The displayed records can be filtered; with respect to the allocation request status of the records. There are three different statuses that an allocation-request could belong to:

- 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.

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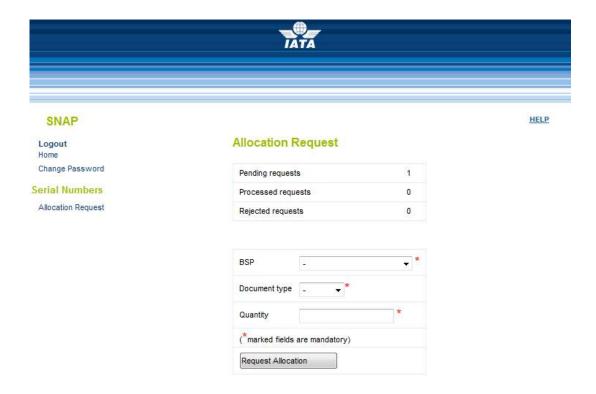


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3.1.1. New Allocation:

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

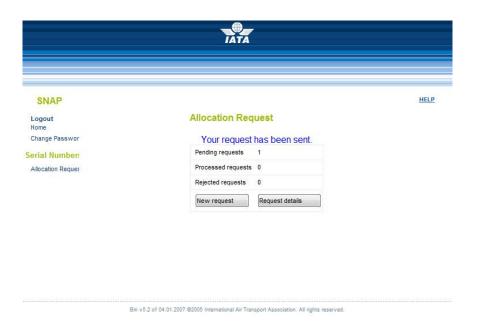


The page displays the fields to be entered for the successful completion of the allocation request process. Input all the fields and click *Request Allocation* button.





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



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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

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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:

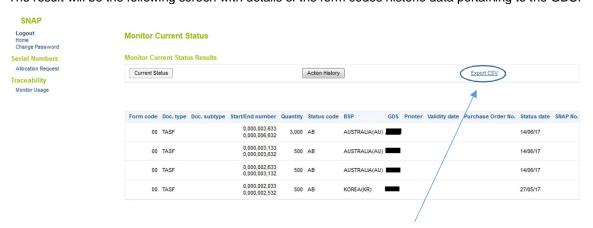
4.1.1. Form code:

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



Result Screen:

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



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

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4.1.2. Serial Number:

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

Monitor Usage Filter Page Current Status Action History 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.



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4.1.3. Active BSP:

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

Monitor Usage Filter Page Current Status Action History 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.



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4.1.4. Document type:

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



Result Screen:

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



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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.