HOME SCREEN

Script to be run when a PNR is active via command #TKT

View E-Ticket Image

**TEST/SMS 1259900743315**

TKT: 125 9900 743315 NAME: TEST/SMS

ISSUED: 13OCT09 FOP:CASH

PSEUDO: 03GG PLATING CARRIER: BA ISO: IE IATA: 99999992

USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN

EXCH BA 5978 V 01FEB DUBLHR 1830 OK VFPXIE7 1

NVB01FEB NVA01FEB

EXCH BA 15 V 01FEB LHRSIN 2155 OK VFPXIE7 2

NVB01FEB NVA01FEB

EXCH BA 7371 M 20FEB SINLHR 2359 OK MFPXIE7 3

NVB20FEB NVA20FEB

EXCH BA 5951 M 21FEB LHRDUB 0750 OK MFPXIE7 4

NVB21FEB NVA21FEB

)>

Exchange

Refund

Manual Fare Build

Revalidate

Void

**Drop down populated by \*HTE command**

**Example:**

**TEST/SMS 1259900743315**

**TEST/SMS 1259900743316**

**Text box populated by \*TE00N where N = ticket/pax selected displayed in first box e.g. 001, 002 etc**

* E Ticket Number tab has drop down arrow to choose which E Ticket within a PNR to choose from.
* Image of ETR for chose ticket in main box.

**Void ALL or Void Selected**

**E Ticket VOID**

ALL

Confirm Void of

**TEST/SMS 1259900743315**

(

**TEST/SMS 1259900743316**

\* E Tickets may only be voided on date of issue and must be at **OPEN** status.

OK

Cancel

* All e-ticket numbers on this screen will be un-checked by default except the one being viewed on the first screen which will be selected.
* When selected all ticket number(s) from the \*HTE screen to be pulled in to the E-Ticket VOID screen – show the ticket number and name of passenger next to it
* Agent will confirm which ticket number to void with the check boxes at the side
* The entry to VOID a ticket is TRV/3DIGITVENDORCODETICKET NUMBER

E.g. TRV/**1259900743315**

**Error messages:**

>TRV/12599008507140

**INVALID TICKET NUMBER**

If an agent tries to void a ticket beyond the day of issue:

>TRV/12599008507142

**TICKET NUMBER NOT FOUND - OUTSIDE VOIDING PERIOD**

* Once complete the response should appear:

**“TICKET NO.12512345678901 CHANGED TO VOID STATUS”**

**E-Ticket Revalidate Screen**

**E Ticket Revalidate**

Infant ticket: Yes No

ALL

Select coupon(s) to revalidate for **TEST/SMS 1259900743315**

EXCH BA 15 V 01FEB LHRSIN 2155 OK VFPXIE7 2 2

EXCH BA 5978 V 01FEB DUBLHR 1830 OK VFPXIE7 1

EXCH BA 7371 M 20FEB SINLHR 2359 OK MFPXIE7 3

EXCH BA 5951 M 21FEB LHRDUB 0750 OK MFPXIE7 4

New validity dates (optional) NVB NVA

\* **OPEN** or **ARPT** status codes can be revalidated; any other status must be changed by airline permit revalidation.

OK

Cancel

* Coupon info filled from **\*TE00N where N = ticket/pax selected on screen 1 e.g. 001, 002 etc**
* If Vendor on coupon selected = BA then the service information should be added in following format **SI.BA\*OFLD.BAXXX/AAABBB/DDMMM+R.P+ER**

**Where XXX = Flight num, AAA = Origen, BBB=Destination, DDMMM = date.**

* Does BA SI entry always need to go through on reval?????
* Agent to select which coupons to revalidate for displayed ticket
* Revalidate entry for all PTC’s except INF (Infant): **TKRETS2/TN1259900281382/C2**
* **TKRET** added to the script build
* **S2** – Taken from the Segment for revalidation box (customer manually enters)
* **/TN** – added to the script build
* **Ticket number** – taken from the \*HTE
* **/C** - added to the script build
* **2** – Taken from the Ticket Coupon box (customer manually enters)
* Revalidate INF (Infant): **TKRETS2/TNIN1259900281382/C2**
* **TKRET** added to the script build
* **S2** – Taken from the Segment for revalidation box (customer manually enters)
* **/TN –** added to the script build
* **IN** – Taken from the YES box from first screen “Is this an infant ticket” (customer adds manual)
* **Ticket number** – taken from the \*HTE
* **/C** - added to the script build
* **2** – Taken from the Ticket Coupon box (customer manually enters)
* **Cancel –** revert to screen 1
* **OK –** execute the entry and revert to screen 1 upon success

**REFUND SCREEN**

**First check status, if status = RFND then refund already processed and only option here is to cancel refund using command ???**

**Refund**

Pre pop

E Ticket number (inc check digit)

Prepop

Date of original issue

1 to 4 (maybe tick box)

Coupon no. to be refunded

Add additional boxes for conjuncted tickets….same as above…(add,add,add)

Amount used

Original FOP

Pre popd

Pre popd

Plating carrier

Refundable taxes

prepopd from HTE(tickbox beside each tax)

Prepopd from HTE.

\* Cancelling the refund only permitted on same BSP reporting day as refund request made.

\* E Ticket inc 3 digit airline code and check digit.

**Fully Refund E Ticket**:

**TRNE16099008139653/D21JUL09/CP1/R0.00S/ICX/T1-40.00GB/T2-21.20UB/**  
**T3-18.90YR**

**TRNE Automated refund format identifier**

**16099008139653/ – E ticket number incl 3 digit airline code and check digit, followed by seperator**

**D21JUL09/ - date of ticket issue followed by separator**

**CP1/ - Coupon number followed by separator, can be digits 1 2 3 or 4 only.**

**R0.00S/ - Amount used and form of payment followed by separator (S = cash in this case)**

**ICX/ - I followed by plating carrier followed by separator**

**T1-40.00GB/ Tax 1- followed by tax amount used and tax code followed by separator**

**T2-21.20UB/ Tax 2- followed by tax amount used and tax code followed by separator**

**T3-18.90YR Tax 3- followed by tax amount used and tax code**

**System response generated:**

“Automated refund notice issued – cash refund amount 1234.000

1234.00 – a variable amount depending on the refund processed.

**Cancel Refund: (add prompt to re-check if they want to cancel the refund request)**

**TRNC/12599000482880**

**TRNC/ Automated refund cancel format identifier followed by seperator**

**12599000482880 3 digit airline code, eticket number and check digit**

**Note: Cancel refund option is only available with certain carriers and can only be done on same BSP reporting day as refund request made.**

**Taxes:**

**8 tax boxes to show, with an option to add more tax boxes if required.**

**FOP Options Permitted:**

S= Cash

CC= Credit Card

CK - Cheque

**Error Messages:**

* The following error message will be returned to Galileo if the carrier does not participate in Auto Refunds - “Refund not permitted- plating carrier restricted”.
* Cannot use XT as tax code, taxes must be entered individually.

**Manual Fare Build**

Name/PtC:

Select all passengers



Select specific fare basis

OK

Select specific filled fare (**SEE BELOW**)

(Seg box) Fare Basis all Baggage all NVA/NVB all

all



1 BD 128 B 01SEP DUBLHR HS1 1535 1655

2 BA 9 T 01SEP LHRBKK HS1 2200 #1520

3. BA 9 T 10SEP BKKSYD HS1 1810 #0605

4 QF 11 W 01OCT SYDLAX HS1 1320 0945

5 AA 1822 S 01OCT SNAORD HS1 1155 1755

6 AA 92 S 01OCT ORDDUB HS1 1915 #0835

7 BA 121 V 10OCT DUBLHR HS1 1200 1210

**Fare** Currency: Amount: EQV: ROE:

**Fare Construction**

**Endorsements:**

**PFC:**

**Taxes:**

Cancel

OK

**TOTAL FARE**:

**Filed fare:**

Select filed fare:

OK

Cancel

**File fare must contain only 1 PTC or option to take specific fare type.**

**Part 1 – Agents adding all data to the manual fare build script**

**Name field:**

The names in the PNR to auto populate when the script is open, the names to be taken from the name field in the PNR so it will include the PTC (Passenger Type Code).

Next to the names is a check box for the agents to be able to select specific travellers for the manual price to be created for

The “Select all passengers” check box will allow agents to click on which will select all passengers in the PNR.

“Any Infants travelling” – required as the process changes if infants involved in the fare build (see below)

**Entries**:

* If one passenger or all passengers with the same PTC selected (No Infants):

**FBC**

When confirming the fare build: **FBFALL** (when clicking OK)

* If specific passengers selected from the name list with the same PTC (No Infants):

**FBCP1.3.4 or FBCP1-4.6-7**

When confirming the fare build: **FBFALL** (when clicking OK)

* If within the names a PTC exists or when the agent clicks the “Any infant passengers” this must be added to the passenger in the initial entry:

**FBCP3\*C08.1.2 / FBCP3\*INF.1.2**

If multi PTC in the manual fare build then the process has to change and is as follows:

**FBCP3\*C08.1.2**

Data added for the first passenger (with a different PTC) – click ok

Data added manually for the second passenger – click ok

Data added manually for the third passenger – click ok

**FBF**

**If a different PTC on a name in the PNR this will always be added to the FBCP1 entry before the adult passengers!**

There must be at least 1 adult passenger in the name field when clicking on the “Any infant passengers”.

**Seg Box area**

The segment box is to display the itinerary in the PNR as it stands when they open manual fare build script.

Next to each segment in the itinerary a check box is required – this box will be used by agents to segment select for the manual fare build.

Above theses another check box saying “All segments” – agents click this to select all segments.

**Entries:**

The entry for the segment is combined with the passengers selected for the name field of the script:

* If all segments select then the entries used are as above depending on the passengers and who was selected for the fare build.
* If specific segments select then this is notified in the entry:

All Passengers but selected segments:

**FBCS1** or **FBCS1.2** or **FBCS1-4** or **FBCS1.2.4.5** (Depending on the segment(s) selected)

* If specific passengers and segments select:

**FBCP1/S1** or **FBCP1.2/S1.2** or **FBCP3\*CNN.1.2/S1-4** or **FBCP1.2/S1.2.4.5**

**Fare Basis/Baggage/NVA NVB**

Next to the segment are 3 fields Fare Basis, Baggage and NVA/NVB – these 3 fields are part of the fare build but in the majority of fare build cases they are duplicated.

The idea is to allow the agent to add this data, but next to each area (wording) a check box saying “all” – when selected it will copy what has been entered manually by the agent in the first segment and added to the other segments selected by the agent.

Entries:

Adding a fare basis code for all segments: **FBUFBXXXXXX** or **FBUFBXXXXXX/PTC**

Adding a fare basis code for a specific segment: **FBUFB1XXXXXX**

Adding a fare basis code for specific segments: **FBUFB1XXXXXX+FB2XXXXXX or FBUFB1XXXX+FB3XXXX**

Adding baggage for all segments: **FBUBG/2PC** or **FBUBG/20K** or **FBUBG/NIL**

Adding baggage for a specific segment: **FBUBG1/2PC**

Adding baggage for specific segments: **FBUBG1/2PC+BG2/20K** or **FBUBG1/2PC+BG4/2PC**

Adding a NVB for all segments: **FBUNVB/16JAN10**

Adding a NVB for a specific segment: **FBUNVB1/16JAN10**

Adding a NVB for specific segments: **FBUNVB2/16JAN10+NVB3/20JAN10**

Adding a NVA for all segments: **FBUNVA/16JAN10**

Adding a NVA for a specific segment: **FBUNVA1/16JAN10**

Adding a NVA for specific segments: **FBUNVA2/16JAN10+NVA3/20JAN10**

The fare basis code, baggage and NVA/NVB can be stringed in one entry, a couple of examples below:

**FBUFBXXXX+BG/2PC+NVA/16JAN10+NVB/20JAN10**

**Fare**

Agents will be able to add their fare which must include the currency to the fare and currency box:

Entries:

**FBUFARE/GBP100.00 or FBUFARE/EUR100.00**

**EQV**

If an equivalent amount is available agents will add to the EQV box.

Entry: **FBUEQ/EUR300.00 or FBUEQ/EURGBP**

**Fare Construction**

Agent will add here the fare construction – this will include alpha and numeric characters.

Entry: **FBUFC/FREE FORMAT**

**Taxes**

Agents will add here the taxes for the fare – in the box will include the tax code alpha, and the amount numeric. All taxes are added in one entry, but the number of taxes can differ.

Entry: **FBUTAX1/10.00GB+TAX2/15.00UB+TAX3/7.60AY**

**PFC:**

Agents will add the PFC to the fare – the text and amount will then be added to the fare construction line at the end.

Entry: **FBUPFC/JFK3**

**Total Fare:**

The total fare is calculated by the system – taking the fare amount, taxes and PFC. Today agents just add the entry and the amount is worked out and shown.

Entry: **FBU/TTL**

**Cancel** – warning message to appear asking to confirm cancel.

If OK – entry: **FBI**

If cancel return to script

**OK – See under Name field, as the final entry will differ depending on passenger selected.**

**Part 2 – manual fare using a fare brought in from a specific fare basis code**

The idea here is to give the agent the ability to bring in a fare via a specific fare basis code and pre populate all the fields. The fields are to be left editable of agents to change as and if required.

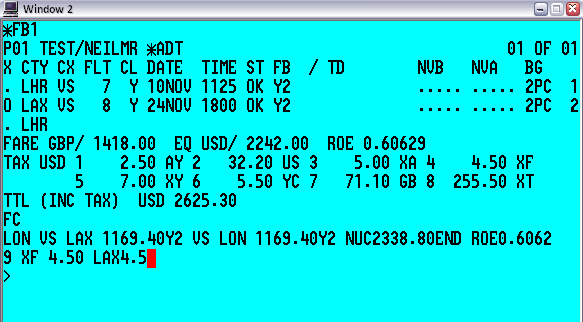
To launch this specific fare, agents will add the fare basis code to the “Select specific fare basis “check box, then click the OK button just underneath.

The script will then force in the fare basis to the PNR entry: **FQ@XXXXXX**

This will result in a filled fare in the PNR that will be used to pre-populate the manual fare build script:

As there maybe more than one filled fare the “Filed fare box” should appear for the agent to then select the correct fare to be pre-populated into the script.

The script is to be populated with the fare information. In Galileo cryptic screen the layout that would show is below, it shows all the information that can be populated in to script.



PFC data

All fields populated to be made available to edit.

The entries listed in part one will be the entries used to amend the fare build pulled in.

When OK clicked the **entry: FBFALL** to be used as only one PTC should be in the filled fare pulled in to the script.

**Part 3 - manual fare using a fare brought in from a filed fare**

In some scenarios agents will have already fare quoted the new fare in the PNR but require to manually change it.

Working the same way as part 2, the script will pull in the data from the filled fare and all fields editable for change.

The “Select specific filled fare” check box will be used in this case, and then the top OK button to then display the “Filed fare” box. Agent will select which filed fare to be used and the script to pull the data in.

**This works the same as in part 2 of this document.**

**Exchange Screen**

Passenger Name:

Pre Pop’d from HTE

Pre Pop’d from HTE

Original E Ticket number:

P

PP

Taxes: PD PD PD PD PD PD

**New Fare Calculation:**

x

**What filed fare do you wish to use for this exchange?**  FF Do you want to create manual fare

PP HTE

Orig Fare Paid: Add Coll: Refund: = New Fare:

Change Fee:

Change fee added as: Inc in fare/Tax Amount/ MCO/Fare Calc (drop down)

New Taxes: (1-8 boxes)

New PFC:

Refundable taxes: (1-8 boxes)

New Total Amount:

Fare Basis Baggage NVA/NVA (to be pulled from required Filed Fare)

all



1 BD 128 B 01SEP DUBLHR HS1 1535 1655

2 BA 9 T 01SEP LHRBKK HS1 2200 #1520

3. BA 9 T 10SEP BKKSYD HS1 1810 #0605

4 QF 11 W 01OCT SYDLAX HS1 1320 0945

5 AA 1822 S 01OCT SNAORD HS1 1155 1755

Fare Construction:

Cancel

OKKKK

Save New Fare Details:

How do you want to pay for the additional collection on this ticket? Cash /Cheque / Credit Card

Credit Card Number Exp

Issue new ticket?

How do you want to pay for the additional collection on this ticket? Cash Cheque CC

Credit Card Number Exp

Cancel

OK

Issue new ticket? OK Cancel

* Pre Populated data can be pulled from \*HTE
* Agent can choose which filed fare they wish to use, if they wish to build a new filed fare, they will be directed back to the manual fare build screen. They create their new manual fare, and go back into exchange screen to choose the filed fare they wish to exchange. In Galileo \*FBx should be entered. Where X = the filed fare chosen for reissue.
* All manual fare build data can be replicated from “manual fare build script”.
* Orig Fare Paid: Pulled from \*HTE
* New Fare: = Orig fare paid +/- add coll/ refund
* Change Fee: Added by agent, if they select:

**Incl in fare:** Add Change fee amount to New Fare Amount

**Tax Amount:** Ask what tax field they wish to add to. (pop up)

**MCO:** When exchange process complete, pop up should appear, asking if they want to create Auto MCO. If they choose yes, then Auto MCO script can appear.

**Fare Calc:** If they choose to add the change to fee to fare calculation ladder, they should be automatically prompted to change fare calc.

* New Total Amount = New fare + new taxes + change fee amount. (for agents benefit, amount will not be used in exchange process)
* All data in Fare Basis, NVB/NVA etc can be extracted from Filed Fare chosen by customer. These boxes may be amended by travel agent as required.
* Save new fare details; OK = FBFALL + FBUTTL/
* Reissue Ticket: OK = In background, Galileo enters TKPFEX1259900743323 – where these digits = origin e ticket number.
* Fill in format box is tabbed through, until comes to 2nd screen which advises what additional collection amount is. Pop up must show what the additional collection amount is. And requests travel agent to advise how they want to pay.
* Customer says OK to reissue ticket. Background entry in Galileo is TKP.
* When TKP complete, new ticket has been issued. If agent had ticked box for Auto MCO on change fee collection, then pop up box should appear. Asking them if they wish to issue the Auto MCO now. If Yes is selected, then Auto MCO script should appear. If no, then the Exchange script is now complete.

How do you want to pay for the additional collection on this ticket? Cash Cheque CC

Credit Card Number Exp

Issue new ticket? OK Cancel