














JULIETT

User Guide

 Version: March 2025

Confidential & Proprietary – For Authorized Users Only

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System Overview

♦ What is Juliett?

Welcome to **Juliett**, a **SaaS platform** designed for travel agencies. Juliett enables users to:

- ✓ Analyze **sales performance** across airline partners.
- ✓ Track **ticket sales** and **market share trends**.
- ✓ **Negotiate contracts** with airlines using data-driven insights.
- ✓ **Optimize preferred partner strategies** based on year to date contract performance.

Juliett processes airline ticketing data and provides travel agencies with structured **revenue performance insights down to coupon level**. It integrates with multiple data sources, including:

- **BSPlink HOT files**
- **BSP (Billing & Settlement Plan) China HOT files**
- **ARC (Airline Reporting Corporation) ARIA files**
- **OANDA currency exchange rates**
- **Airline capacity data provider (roadmap)**
- **Travel agency own sales data (custom)**
- **Travel agency own business data (custom)**

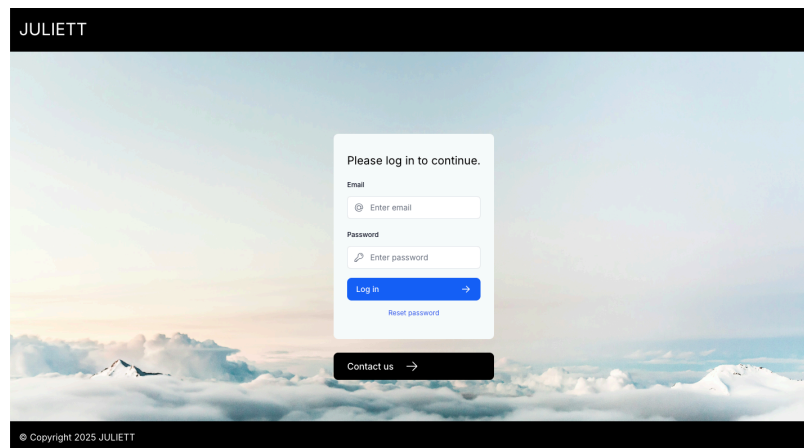
♦ Key Functionalities

- ✓ **SaaS**: Access JULIETT online using secured credentials
- ✓ **Report Design & Management**: Design, manage, download and schedule reports
- ✓ **Analytics**: Visualize report and contract performance through user-friendly analytics
- ✓ **Custom Groupings**: Create your own classification of RBD per airline, agencies, airlines and geographies

Using Juliett: Platform Access & User-Level Modules

Login & Security

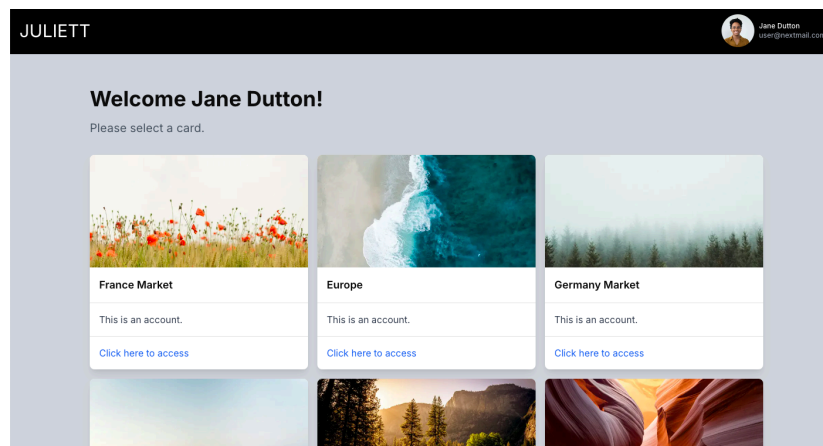
Users can securely access **Juliett** via email login with their credentials. Authentication is managed through **AWS Cognito**, ensuring the highest level of security.



User Home Page

Upon logging in, users are redirected to the  **User Home Page** , where they can:

- ♦ select an **account**
- ♦ select a **user-level module**



User-Level Modules

User-level modules can be accessed from anywhere within the platform by clicking on the **user profile picture**.

These user-level modules include:



Profile Page – Manage personal user information.



Documentation Page – Download the latest manuals and guides.



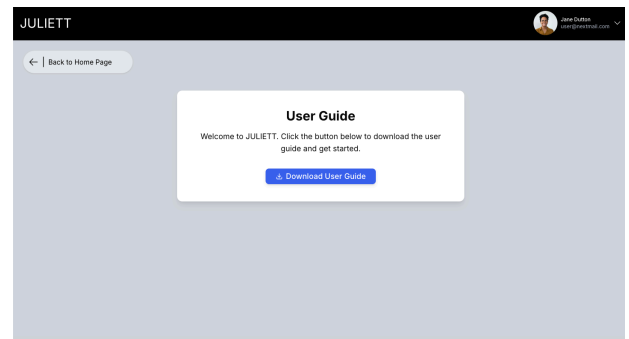
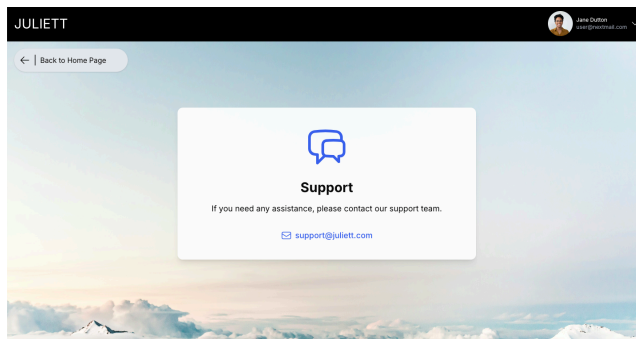
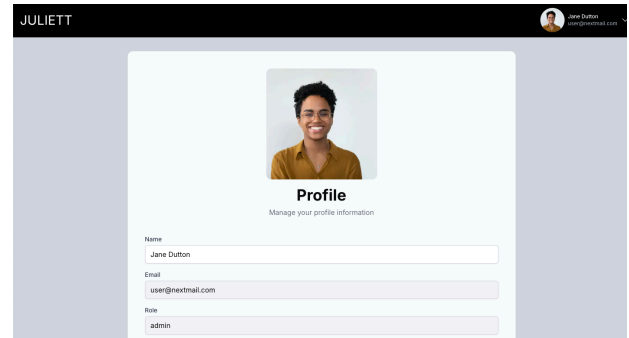
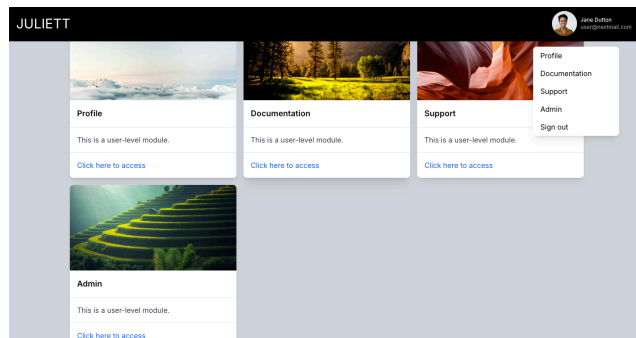
Support Page – Access contact details for the **JULIETT Support Team**.



Sign Out – Securely log out from the platform.




Admin Page – Manage Users and Accounts (JULIETT Support Team only).





Accounts

An **account** determines the **scope of data** a user can access. Users can have access to multiple accounts, enabling them to manage **different countries or branches separately**.

Customers can also grant specific **data access permissions** to selected users through the account concept.





 **JULIETT's Customer Support Team** is responsible for creating and managing accounts via the **Admin Console**, based on customer needs.

Once the user clicks on an account, they are directed to the  **Account Landing Page** .

The **top navigation bar** of the application updates to display the selected account's **picture** and **name**.






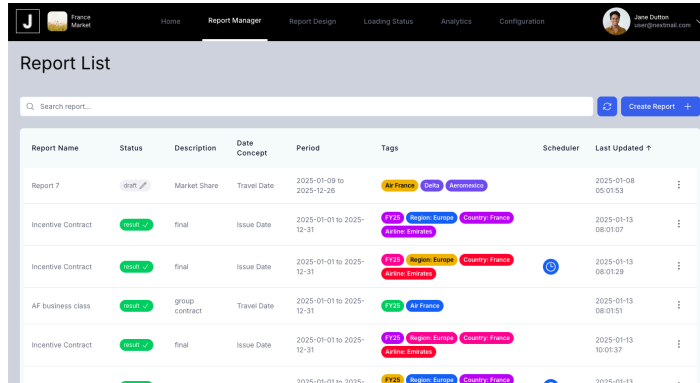
From here, the user can access various **account-level functionalities**, including:

-  **Report Manager**
-  **Report Design**
-  **Loading Status**
-  **Analytics**

Report Manager






This page lists all reports the user has created. This can include:

-  Draft and saved reports
-  Results available for download
-  Running Reports



Report Name	Status	Description	Date Concept	Period	Tags	Scheduler	Last Updated
Report 7	draft	Market Share	Travel Date	2025-01-09 to 2025-12-26	Air France, Delta, Aeromexico		2025-01-08 05:01:53
Incentive Contract	final	Issue Date	2025-01-01 to 2025-12-31	AFR, Region Europe, Country France			2025-01-13 08:01:07
Incentive Contract	final	Issue Date	2025-01-01 to 2025-12-31	AFR, Region Europe, Country France			2025-01-13 08:01:29
AF business class	final	group contract	Travel Date	2025-01-01 to 2025-12-31	AFR, Air France		2025-01-13 08:01:51
Incentive Contract	final	Issue Date	2025-01-01 to 2025-12-31	AFR, Region Europe, Country France			2025-01-13 10:01:37
Incentive Contract	final	Issue Date	2025-01-01 to 2025-12-31	AFR, Region Europe, Country France			2025-01-13

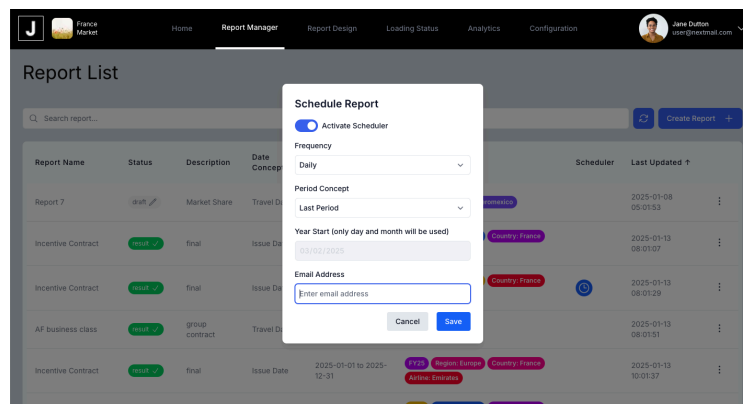
From this list, users can click on the **three vertical dots** (⋮) available in each report row to open a menu. This menu provides options, for the corresponding report, to:

-  **Edit** the report
-  **Clone** a report
-  **Download** the report in Excel format
-  **Schedule** automated report delivery
-  **Delete** the report

 **Note:** Some options may be unavailable depending on the report's status.

Scheduling Reports

The **Schedule** functionality allows users to configure automatic report delivery at regular intervals. Scheduled reports include **updated data** and can be sent to specific email addresses.



Schedule Report

☒ Activate Scheduler

Frequency: Daily

Period Concept:

Last Period:

Year Start (only day and month will be used): 03/05/2025

Email Address: Enter email address






Cancel Save

Report Design

Flexible Report Design for Airline Incentive Contracts

Users can design reports with **full flexibility** in filtering data based on **eligibility conditions**, ensuring a **perfect match** with complex airline incentive contracts.

◆ Report Customization Options:

- **Name your report** and add **tags**  for easy categorization.
- **Provide a description** to track versions, details, or notes.
- **Select a date concept**  (Reporting, Travel, Issue) and define a **custom benchmark date**.
- **Choose a revenue definition**  (Gross, Net, YQ, YR, etc.).
- **Set the currency**  to unify data into a single currency.
- **Customize report columns**  by selecting from up to **50 fields**.

◆ Advanced Filtering Options:

Agency & Branch Filters

- Apply filters based on **agencies** or **custom branches**.

Airline & Grouping Filters

- Filter by **airline name, alliances, or custom groupings**.
- Select airlines based on **Issuing, Marketing, and Operating** concepts.

Geographic Filters

- Filter by **true Origin & Destination, coupon airport-pairs, or stopovers**.
- Apply geography-based filters using **airport, city, country, region, or custom groupings**.





Custom Filters & SQL Conditions

- Use **inclusive or exclusive filters** with a single click.
- **Create custom filters** using SQL conditions on **any database field**.

Saving & Running Reports

Users can **save reports as drafts** or **run the report calculation** to generate results.

◆ Saving & Running Process

-  **Saving a report** – Appears as a  **Draft** in the **Report Manager** list.
-  **Running a report** – Initially marked as  **Running**, and once completed, updates to  **Results** in the **Report Manager** list.

- 🕒 **Processing time** – Can range from a **few seconds to several minutes**, depending on report size.
- 📊 **Excel row limit** – The system adheres to the **XLSX format's row limit of 1,048,576 rows**.

♦ Accessing Report Results

- 📁 **Download Results** – Once available, reports can be downloaded from the **Report Manager** section.
- 📄 **Report File Structure** (contains **two tabs**):
 1. 📋 **Report Query Information** – Includes details such as **name, filters, and settings**.
 2. 📊 **Data Output** – Displays data in a **structured column format**, including selected **fields and KPIs**, aggregated accordingly.

Report Design

Report Name: Type here

Description: Type here

Tags: Type and Enter

Date Concept: Issue Date

Date From: 01/01/2025

Date To: 31/12/2025

Benchmark Period: Yes

Benchmark Date From: 01/01/2024

Benchmark Date To: 31/12/2024

Main Options

Currency: USD

Transaction Type Filtering: Ticket, Refund

Amounts to be included

☒ Gross Amount ☐ Net Amount ☐ Tax Amount ☐ Commission Amount

Group By


No field selected yet

Cancel

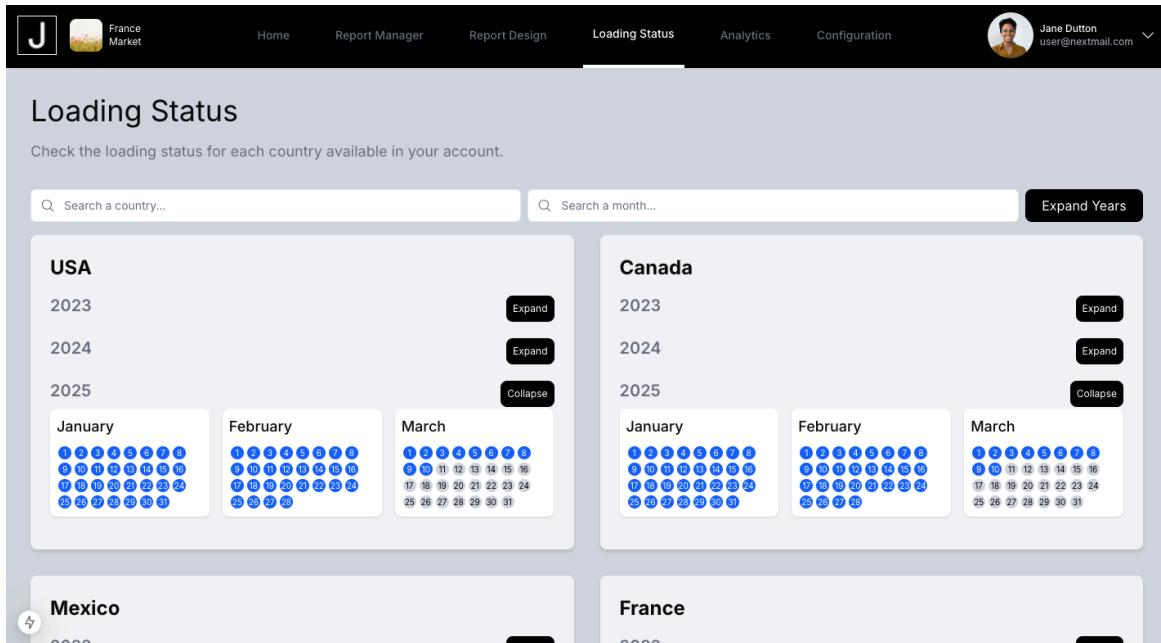
Save Report

Run Report

Loading Status

This page allows users to view the  reporting dates available in the system for all countries associated with their account.

 Users can easily search by **country** or **month** to quickly find the relevant data they need.

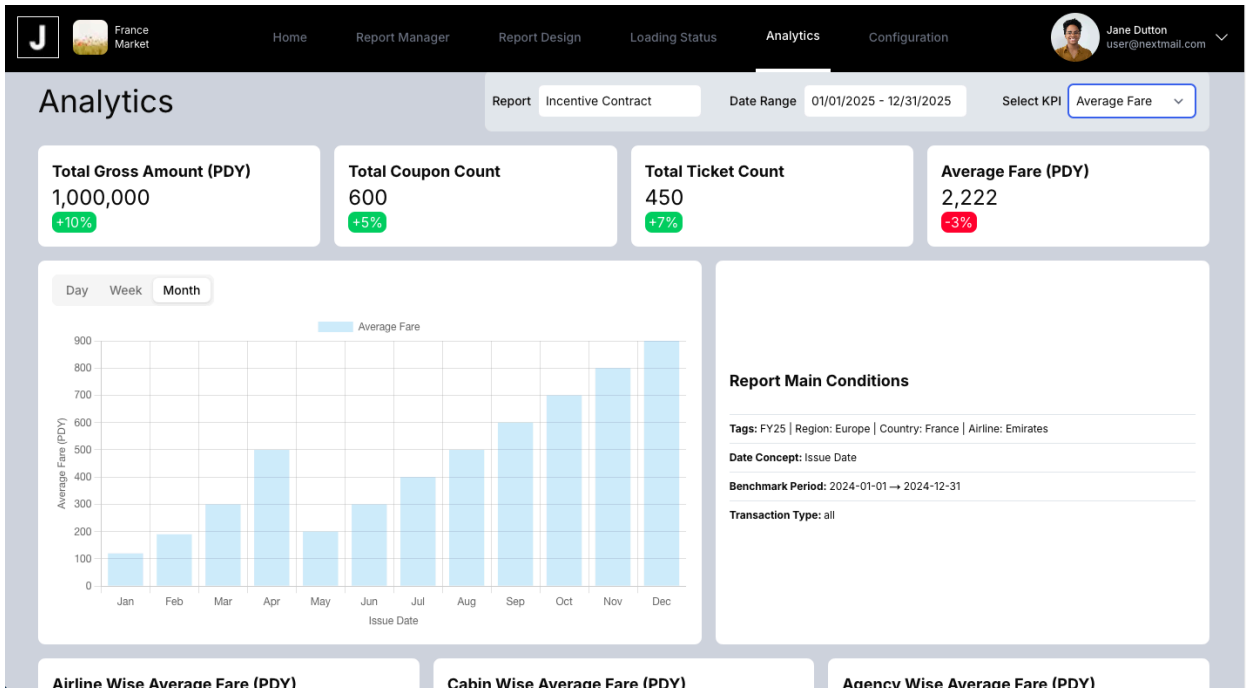


The screenshot shows the 'Loading Status' page of a web application. The top navigation bar includes the 'J' logo, 'France Market', and links for 'Home', 'Report Manager', 'Report Design', 'Loading Status' (active), 'Analytics', and 'Configuration'. A user profile for 'Jane Dutton' is visible on the right. The main heading is 'Loading Status' with a subtitle 'Check the loading status for each country available in your account.' Below this are two search bars: 'Search a country...' and 'Search a month...', followed by an 'Expand Years' button. The content is organized into a grid of country cards. The 'USA' card shows years 2023, 2024, and 2025, with expand/collapse buttons. For 2025, it displays three calendar views for January, February, and March. The 'Canada' card follows a similar pattern. The 'Mexico' and 'France' cards are partially visible at the bottom.



Analytics

Juliett offers **interactive dashboards** to display key business insights. Based on the report conditions, the user can visualize contract performance across the year through time series and other relevant charts.






Configuration

The **Configuration Pages** allow users to **personalize** their experience across the platform.

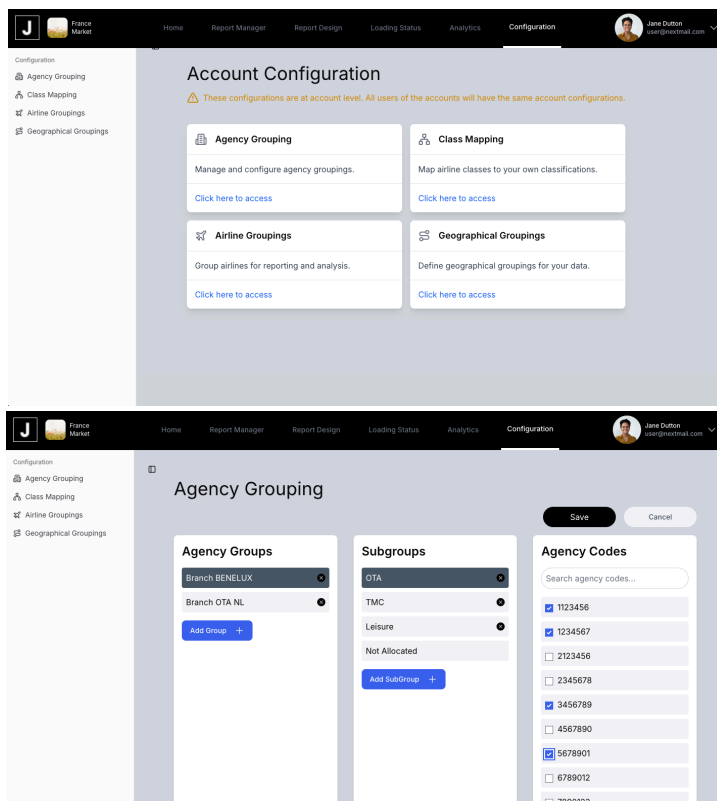
✓ **Create Custom Configurations** to **aggregate, analyze, and filter data** efficiently—these configurations can be leveraged in the **Report Design** page.

◆ Types of Groupings You Can Create

-  **Agency Groupings:** Organize **IATA codes** into **branches** or define a specific **scope of IATAs** for contract management.
-  **Geographic Groupings:** Group **airports** into **custom regions** for tailored reporting and analysis.
-  **Airline Groupings:** Categorize airlines into **alliances** or **custom groups** for use in contracts, filtering, or data aggregation.

◆ **Cabin Class Mapping:** Easily define **class mapping** for each airline, associating **RBD (Reservation Booking Designators)** with **Cabin Classes**.

These configurations help streamline **data management, reporting, and contract structuring**, making the platform **more intuitive and efficient**. 



The screenshot displays the 'Configuration' page in the 'France Market' application. The top navigation bar includes links for Home, Report Manager, Report Design, Loading Status, Analytics, and Configuration. The user profile 'Jane Dutton' is visible in the top right corner.

The main content area is titled 'Account Configuration' and includes a warning: 'These configurations are at account level. All users of the accounts will have the same account configurations.' Below this, there are four configuration options, each with a description and a 'Click here to access' link:

- Agency Grouping:** Manage and configure agency groupings.
- Class Mapping:** Map airline classes to your own classifications.
- Airline Groupings:** Group airlines for reporting and analysis.
- Geographical Groupings:** Define geographical groupings for your data.

The bottom section shows the 'Agency Grouping' configuration page. It features three main panels:

- Agency Groups:** A list of groups including 'Branch BENELUX' and 'Branch OTA NL', with an 'Add Group' button.
- Subgroups:** A list of subgroups including 'OTA', 'TMC', 'Leisure', and 'Not Allocated', with an 'Add SubGroup' button.
- Agency Codes:** A list of codes with checkboxes for selection, including 1123456, 1234567, 2123456, 2345678, 3456789, 4567890, 5678901, 6789012, and 7890123.

At the top right of the 'Agency Grouping' page, there are 'Save' and 'Cancel' buttons.

Data Processing & Proration

How Data is Processed

Juliatt processes monthly, periodic, weekly, and daily **data**, structuring it into **user-friendly and meaningful records**.

Each transaction undergoes a **proration process** to allocate ticket revenues correctly.

Proration Steps

Step	Description
① Data Collection	HOT and ARIA files data are imported into Juliatt
② Fare Breakdown	System identifies fare components & surcharges
③ Revenue Allocation	Fare is distributed among coupons of a ticket
④ Refund & Exchanges Processing	Refunds & exchanges are processed using the information from the original ticket and relevant fields are updated
⑤ Data Enrichment	Data gets enriched with operating carrier, geographical attributes and currency management

Why is Proration Important?

- Ensures **fair revenue distribution** for each coupon of a ticket.
- Helps travel agencies get accurate data on airline flown concept.
- Calculate performance against **target tiers of incentive contracts**

Administration & User Management

What are the different roles in Juliatt?

- ✓ **Juliatt Administrator:** Manage users, permissions, and settings.
 - ✓ **Customer Administrator:** Configure account-wide configurations including groupings.
 - ✓ **Standard User:** Access all standard features including queries and reports.
-

Frequently Asked Questions (FAQs)

Why am I sometimes logged out automatically?


For **security reasons**, sessions expire after **15 minutes of inactivity**.


- ♦ To prevent this, refresh your session or log in again.
-

Need Help? Contact Us!

For **technical issues or feature assistance**, reach out to our support team:

 **Email:** support@juliett.io

 **Headquarters:** Juliett SAS, FRANCE

 **Thank you for using Juliett! Let us help you analyze your data smarter.**