


## 2.20 Port to Airport

This table defines the airport(s) associated to a specific port. The following columns are available on the "Port to Airport" grid. There can be multiple airports associated so a priority field is provided to indicate the order of preference.



— **Port Code:** Displays the port code

- Clicking  next to the "Port Code" displays a list of airports currently assigned to a port code

— **Name:** Displays the port name

Port to Airport		
Port Code	Name	
AGP	Malaga	
Add new Airport		
Airport	Priority	
AGP	1	<button>× Delete</button>
AVP	3	<button>× Delete</button>

To add a new airport:

- Click **Port to Airport** from the "Configuration Management" page.
- Click  by a port on the list to expand the list of associated airports
- Click **Add new Airport** and enter the airport code you want to assign to the port. The auto-complete function will display all airports matching the airport code you enter.
- Click **Priority** to assign a priority number to the airport or click  to increase or decrease the priority value.
- Click **Update**.

Edit

Airport

Search for Airport...

Priority

0

▲▼

✓ Update

✗ Cancel

## 2.21 Preferred Recommendations

This table allows the administrator to create different criteria to define the sort order for their preferred recommendation and is used to apply the search result set for the flight search. The following columns are available on the "Preferred Recommendations" grid:

- **Code:** The assigned code to the preferred recommendation.
- **Name:** The name of the preferred recommendation.
- **Actions:**
  - **Add New Record:** Click to add a new preferred recommendation sort rule
  - **Edit:** Edits a Preferred Recommendation rule
  - **Delete:** Deletes a Preferred Recommendation rule

To create a Preferred Recommendation:

6. Click **Preferred Recommendations** from the "Configuration Management" page.
7. Click **Add New Record**.
8. Enter a unique identifier code.
9. Enter a name for the rule set.

Use the screen below to filter the flight search results based on the rule set.

- **Order By:** In this column you can drag and drop the "order by" items to place them in your sort preference order for the rule being created. Allows you to order the flight search results by:
    - *Nego Block Count:* the amount of seats available in negotiated blocks, can be sorted ascending or descending.
    - *Fare Type:* The type of fare to be used; can be flexible or restricted.
    - *Price Total:* The total amount in the price; can be sorted ascending or descending.
    - *Preferred Airlines:* if a preferred airline is present; cannot be sorted.
    - *Total Time:* The total time of the flight; can be sorted ascending or descending.
    - *Total Number of Stops:* The total number of stops; can be sorted ascending or descending.
    - *Differential Time:* The total differential time from time specified in the flight search request; can be sort ascending or descending.
  - **Select:** Allows you to choose the criteria you want to include in the Flight Search results
  - **Sort Order:** Sets the order for the Flight Search results by Ascending or Descending order. In the case of fare type will be flexible or restricted, and in the case of preferred airlines does not apply.
10. Click **Save**.

Preferred Recommendations

Code

Name

Order By	Select	Sort Order
Nego Block Count	<input checked="" type="checkbox"/>	Descending ▼
Fare Type	<input checked="" type="checkbox"/>	Flexible ▼
Price Total	<input checked="" type="checkbox"/>	Ascending ▼
Preferred Airlines	<input checked="" type="checkbox"/>	N/A
Total Time	<input type="checkbox"/>	Ascending ▼
Total Number of Stops	<input type="checkbox"/>	Ascending ▼
Differential Time	<input type="checkbox"/>	Descending ▼

*Note: To change the order, drag and drop entry in the table*

Save

Cancel

**NOTE:** When creating a rule using a Preferred Recommendation. Also required is one of the following 3 actions to trigger (sort order).

'Number of Additional Recommendation(s)'

'Number of Additional Recommendation(s) by Affinity'

'Number of Display Recommendation(s)'

The preferred recommendation will be performed after the search is done, so this will give priority to the placement (sort order) of the fare recommendations in the flight search response.

Rule Actions

Add Action

Use the 'Add Action' button to insert a new action

Preferred Recommendations Order by

Is

PREFERRED AIRLINE SEARCH ...

Number of Display Recommendation(s)

Is

20

## 2.22 Promotion Definition

The Administrator can define Promotions using this section and can also define certain rules against these Promotions.

The following columns are available on the "Promotion Definitions" grid:

- **Promotion:** Promotion name
- **Actions:**
  - **Add New Record:** Click to add a new promotion code
  - **Edit:** Edits a promotion code in the list
  - **Delete:** Deletes a promotion code from the list

Promotion Definition	
+ Add Promotion Code	
Promotion	Actions
CHARTER-TEST	<a href="#">Edit</a> <a href="#">Delete</a>
NEGO-TEST	<a href="#">Edit</a> <a href="#">Delete</a>

To define a Promotion Code:

1. Click **Promotion Definition** from the "Configuration Management" page.
2. Click **Add Promotion**.
3. Enter a promotion name/code.

New Promotion

Promotion

4. Click **Save**.

## 2.23 Schedule Change

This parameter defines the conditions for schedule changes (for example, when a schedule change is present the agent is notified and must take action on whatever appears in this screen). The following columns are available on the “Schedule Change” grid:

1. **Change Type:** Indicates the type of schedule change.
2. **Description:** Description of the schedule change definition type.
3. **Reason Code:** Assigned reason code to the schedule change.
4. **Enabled:** Indicates if the Schedule Change condition is enabled or not.

### — Actions:

- **Edit:** Edits the schedule change type in the list

Schedule Change				
Change Type	Description	Reason Code	Enabled	
Airport	Proposed airports do not match original Airports in itinerary	AC	true	<a href="#">Edit</a>
Date	Original/new dates are different	DC	true	<a href="#">Edit</a>
Flight Segments	Flight segments are different (non-stop or direct to a connection, connection to a direct or non-stop, single connection to a double connection, etc.)	FC	true	<a href="#">Edit</a>
Minimum Connecting Time	Minimum Connecting Time business rules violated	MC	true	<a href="#">Edit</a>
Time	Time change violates allowable time lapse parameter as defined in the System Value configuration table	TC	true	<a href="#">Edit</a>
Time Rule	General time change violates the timing options (LAT/EDT) rules	TV	true	<a href="#">Edit</a>
HX/NO	Segment status changed to either HX or NO	UN	true	<a href="#">Edit</a>
Airline	Original/new airlines are different	IC	true	<a href="#">Edit</a>

To edit a schedule change you click the **edit** button, then click on the checkbox to enable or disable it, and then click on **save**. **Note:** These parameters may ONLY be enabled or disabled. No additions or modifications are permitted.

## 2.24 Service Standards

The Administrator can define a Macro Rule to define Flight Search Parameters using this Service Standard section. The following columns are available on the “Service Standards” grid:

1. **Code:** Code assigned to the service standard.
2. **Name:** Descriptive name assigned to the service standard.
3. **Non-stop:** Indicates if the service standard allows non-stop flights.
4. **Direct Flight No. of Stops:** Indicates if direct flight is allowed and the number of stops allowed.
5. **No. of Conn:** Indicates connections are allowed and the maximum number of connecting airports for those connections.
6. **Allow Interline:** Indicates if it allows interline connections (mixed airlines) in the search results.
7. **Max Conn Time:** Indicates the maximum connection time.
8. **Actions:**

- **Add new record:** Click to add a service standard

- **Edit:** Edits a Service Standard
- **Delete:** Deletes a Service Standard

Service Standards							
+ Add new record							
Code	Name	Non-stop	Direct Flight No. of Stops	No. of Conn	Allow Interline	Max Conn Time	
A	Non-Stop	true	0	0	false	0 mins.	<a href="#">Edit</a> <a href="#">Delete</a>
B	1 Stop 150	false	0	1	false	150 mins.	<a href="#">Edit</a> <a href="#">Delete</a>
C	1 Stop 240	false	0	1	false	240 mins.	<a href="#">Edit</a> <a href="#">Delete</a>
D	2 stops	true	2	2	false	45 mins.	<a href="#">Edit</a> <a href="#">Delete</a>

### 2.24.1 Configuring a Service Standard

A Service Standard is a configuration setting managed by the administrator in the “Management Center” and works in conjunction with the rules to filter results when searching for air. For example, you can configure a Service Standard that defines requirements for non-stop flights. To configure a Service Standard for non-stop flights:

1. Click the **eSeaAir Rules** tab.
2. Click **Administration**.
3. Click **Configuration Management**.
4. Click **Service Standards**.
5. In the **Service Standards** panel, select **Add new record**.

Home

Administration

Configuration Management

Rules

Select one:

Agent Ship Sailing Assignment

Airline CC Profile

Auto Ticket Criteria

Auto Ticket Scheduler

Breakpoints

Business Channels

Cabin Category

Charter/non-GDS Airlines

Service Standards

+ Add new record

Code	Name	Non-stop	Direct Flight No. of Stops	No. of Conn	Allow Interline	Max Conn Time	
		<input checked="" type="checkbox"/>	No Stops	0	<input type="checkbox"/>	0	<a href="#">Save</a> <a href="#">Cancel</a>
A	Non-Stop	true	0	0	false	0 mins.	<a href="#">Edit</a> <a href="#">Delete</a>
B	1 Stop 150	false	0	1	false	150 mins.	<a href="#">Edit</a> <a href="#">Delete</a>
C	1 Stop 240	false	0	1	false	240 mins.	<a href="#">Edit</a> <a href="#">Delete</a>
D	2 stops	true	2	2	false	45 mins.	<a href="#">Edit</a> <a href="#">Delete</a>

6. Enter a unique code for the new record.

**NOTE:** This code is an internal value and needs to be unique and is used by the system to find and recognize the applicable service. The name displays in the “Rule Action” section when selecting a Service Standard. The code should be more than just one letter to make it more meaningful although the “Name” is what displays in the drop down menu.

7. Enter a name for the Service Standard (free-flow text)
8. In the **Non-stop** column you can select the check box to define non-stops flights are desired or uncheck it to disallow non-stops.
9. Use the **Direct Flight No. of stops** to indicate direct flights are allowed and the maximum number of stopping points for a direct flight. You can select up to four stops.
10. Enter the number of connections in the **No. of Conn box** to indicate connections are allowed and the maximum number of connecting airports in a connection.
11. Select the **Allow Interline** check box if interline (different airlines in the connection) travel is allowed.
12. Enter the maximum connection time window.
13. Click **Save**.

**Service Standards**

[+ Add new record](#)

Code	Name	Non-stop	Direct Flight No. of Stops	No. of Conn	Allow Interline	Max Conn Time	
A	Non-Stop	<input checked="" type="checkbox"/>	No Stops	0	<input type="checkbox"/>	0	<input checked="" type="button" value="Save"/> <input type="button" value="Cancel"/>
B	1 Stop 150	false	0	1	false	150 mins.	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
C	1 Stop 240	false	0	1	false	240 mins.	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
D	2 stops	true	2	2	false	45 mins.	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

## 2.25 Stored Fare Ticketing

This table is used to define a list of airlines that allow customers to back validate TSTs when re-pricing a passenger because the TST in the PNR is expired. The following columns are available on the Stored Fare Ticketing table:

1. **Airline:** Airline that allows back validation
2. **Destination:** Destination airport for which the airline allows the back validation
3. **Actions:**
  - **Add new record:** Click to add another airline/destination to allow back validation
  - **Edit:** Edits the record on the list
  - **Delete:** Deletes the record on the list

Stored Fare Ticketing		
+ Add new record		
Airline	Destination	
UA	YYZ	<a href="#">Edit</a> <a href="#">Delete</a>
UA	CDG	<a href="#">Edit</a> <a href="#">Delete</a>
AC	MCO	<a href="#">Edit</a> <a href="#">Delete</a>
AA	EYW	<a href="#">Edit</a> <a href="#">Delete</a>
UA	ZRH	<a href="#">Edit</a> <a href="#">Delete</a>
UA	MIA	<a href="#">Edit</a> <a href="#">Delete</a>
AF	CDG	<a href="#">Edit</a> <a href="#">Delete</a>
FI	YYZ	<a href="#">Edit</a> <a href="#">Delete</a>
FI	CDG	<a href="#">Edit</a> <a href="#">Delete</a>
AA	DFW	<a href="#">Edit</a> <a href="#">Delete</a>
AA	MIA	<a href="#">Edit</a> <a href="#">Delete</a>
AA	JFK	<a href="#">Edit</a> <a href="#">Delete</a>
AA	LGA	<a href="#">Edit</a> <a href="#">Delete</a>
AA	MCO	<a href="#">Edit</a> <a href="#">Delete</a>
AA	LAX	<a href="#">Edit</a> <a href="#">Delete</a>

To add a new record to the Stored Fare Ticketing table for an airline back validation criteria:

1. Click on **Stored Fare Ticketing**
2. Click on **Add new record**
3. Enter airline code in **Airline** field; it will autocomplete so you can select a match from the list.
4. Enter the airport code in **Destination** field; it will autocomplete so you can select a match from the list.
5. Click on **Update**

Stored Fare Ticketing		
+ Add new record		
Airline	Destination	
ba	Enter Airport...	<a href="#">Update</a> <a href="#">Cancel</a>

## 2.26 System Values

This section is used to Enable & Disable some functionalities by the administrator. Also this section can be used to set values to certain configuration parameters that are required by AMC. The following columns are available on the "System Values" grid:

1. **Name:** The user friendly name of the value.
2. **Value:** The value to use.
3. **Actions:**
  - **Edit:** Edits the system value.





## System Values

Name	Value	
Booking Modify Changes All-or-Nothing	true	<a href="#">Edit</a>
Enable Schedule Change	true	<a href="#">Edit</a>
Remove from Q7	true	<a href="#">Edit</a>
Check Non Context Pnrs for Schedule Change checking	false	<a href="#">Edit</a>
Kendo Grid Pagination	true	<a href="#">Edit</a>
Enable launch new Items as new tabs	true	<a href="#">Edit</a>
Date Format	mm/dd/yyyy	<a href="#">Edit</a>
QCat if HX/NO PNRs are placed in a queue in addition to Q7	test 123-456 12/01/2017	<a href="#">Edit</a>
Allow earlier time difference	30	<a href="#">Edit</a>
Allow later time difference	30	<a href="#">Edit</a>
Manual Cancel Queue for agent action	true	<a href="#">Edit</a>
Group Preferred Recommendations by Affinity	false	<a href="#">Edit</a>
Number of last notifications popup	5	<a href="#">Edit</a>
Best Time Return	30	<a href="#">Edit</a>
Best Time Outbound	90	<a href="#">Edit</a>
Guest Inquiry Template - enable clearing layout	true	<a href="#">Edit</a>
Reject SetContextToRecLoc_IN for PNRs Missing Costs (v5.26 or higher)	false	<a href="#">Edit</a>
Report All Validation Errors in API Modification	false	<a href="#">Edit</a>
Reprice TST at Ticketing	false	<a href="#">Edit</a>
Remove Same Price Codeshare Flight Recommendations	true	<a href="#">Edit</a>
Non Confirmed Air Segment Highlight	#8942f4	<a href="#">Edit</a>
FlightSearch remove duplicates by (BLOCK, PRICE, NONE)	PRICE	<a href="#">Edit</a>
Include TTU with Schedule Change(TICKETED, ALL, NONE)	TICKETED	<a href="#">Edit</a>
Use Amadeus Record Locator for Iberia booking	true	<a href="#">Edit</a>
FlightSearch Nego Block Feeder search always same Class of Service as block	true	<a href="#">Edit</a>
PNRs Split in Host Remain in Context Search starting n days before first Flight Date	2	<a href="#">Edit</a>
BookingModifyGuest Allow DELETE TSADocumentInfo and PassengerPreference	false	<a href="#">Edit</a>
Allow PNR Creation if final cost differs from Master Pricer cost	false	<a href="#">Edit</a>
Fare Search PTC Override Code	SEA	<a href="#">Edit</a>
Duplicate Booking Check (TRAVEL DATE, SAIL DATE, BOTH)	TRAVEL DATE	<a href="#">Edit</a>
Duplicate Booking Remark added to PNR	RMQ	<a href="#">Edit</a>
Enable TFO 'through fare only' master pricer search parameter	false	<a href="#">Edit</a>
Ticketing Result Remark Category	T	<a href="#">Edit</a>
Company/Traveler related profile remarks added to PNR	RMF	<a href="#">Edit</a>

Exclude from Orphan Queue Remark type added to PNR	RM*	<a href="#">Edit</a>
FSAB will continue with next recommendation until value reached	10	<a href="#">Edit</a>

## The following System Values are available:

Name	Definition
<b>Booking Modify Changes All-or-Nothing</b>	On a booking modify change, either all changes will be applied or none of the changes will be applied
<b>Enable Schedule Change</b>	Activates schedule change process
<b>Remove from Q7</b>	Removes PNRs from host queue 7 after processing a Schedule Change.
<b>Check Non Context Pnrs for Schedule Change checking</b>	Applies schedule change process to Non Context PNRs
<b>Kendo Grid Pagination</b>	Allows for data to be displayed, sorted, filtered, grouped, and edited on each page
<b>Date Format</b>	Date format to be used by all AMC date format fields: (3 options) dd/mm/yyyy mm/dd/yyyy ddMMMyyyy
<b>Display full list of air segment status</b>	Show all air segment status codes from the PNR itinerary in the Guest Inquiry Results view, separated by commas.
<b>QCat if HX/NO PNRs are placed in a queue in addition to Q7</b>	PNRs with segment status of HX or NO are placed in a queue in addition to queue 7
<b>Allow earlier time difference</b>	Allow earlier schedule change time difference of xx mins
<b>Allow later time difference</b>	Allow later schedule change time difference of xx mins
<b>Enable launch new Items as new tabs</b>	New items are displayed on a new tab instead of using an existing tab
<b>Group Preferred Recommendations by Affinity</b>	All preferred recommendations that are alike, are grouped together and assigned an affinity number
<b>Manual Cancel Queue for agent action</b>	PNR cancellation is performed by agent instead of PNR being automatically cancelled. Enables a queue view for PNRs manually canceled.
<b>Number of last notifications popup</b>	Number of notifications popup user will see
<b>Best Time Return</b>	Best return flights within specified value (in minutes) from specified time in flight search request are returned
<b>Best Time Outbound</b>	Best outbound flights within specified value (in minutes) from specified time in flight search request are returned

<b>Guest Inquiry Template – enable clearing layout</b>	When the clear button is clicked, all the Guest Inquiry values including the template are cleared
<b>Reprice TST at Ticketing</b>	Allow re-pricing at ticket time
<b>Reject SetContextToRecloc_IN for PNRs Missing Costs (v5.26 or higher)</b>	Allow or reject SetContextToRecloc PNRs missing cost (TST)
<b>Report All Validation Errors in API Modification</b>	Manual queue will show all reported errors instead of stopping at the first error found
<b>Non Confirmed Air Segment Highlight</b>	Highlight non confirmed air segments (HX, NO) on AMC
<b>FlightSearch remove duplicates by (BLOCKS, PRICE, NONE)</b>	When performing flight search, remove duplicate recommendations with same blocks or price
<b>Remove Same Price Codeshare Flight Recommendations</b>	When performing flight search, remove duplicate recommendations with same price. Keep recommendations with the most segments, where provider carrier and operating carrier match
<b>Include TTU with Schedule Change (TICKETED ONLY, ALL, NONE)</b>	In addition to performing ERK, update TST to include new flights on all PNRs or just ticketed PNRs. Update includes adding new flights, fare basis, ticket designator, and baggage information.  **Nore: TTK to update TST flight line(s) is limited to same number of leg schedule changes
<b>Use Amadeus Record Locator for Iberia booking</b>	For Iberia airline bookings only, display Amadeus record locator instead of Iberia 5 character locator
<b>FlightSearch Nego Block Feeder search always same Class of Service as block</b>	Limit feeder flight search to same class of service as NEGO block
<b>For roundtrip travel, do not apply breakpoints</b>	Applicable only to users that have breakpoints turned on. Will not construct roundtrip tickets split via breakpoint; one for origin to breakpoint, roundtrip and another for breakpoint to destination, roundtrip.
<b>PNRs Split in Host Remain in Context Search starting n days before first Flight Date</b>	This System Value defines a threshold of days before the first flight date. Any date on or after threshold, split will take place. Any date before threshold, split will not take place. PNRs split in the host will remain in Context Search using the Context of the original PNR starting 'n' days before first Flight Date.
<b>BookingModifyGuest Allow DELETE TSA Document Info and Passenger Preference</b>	When this System Value is set to false, bookingModifyGuest verb will not delete TSA document & email fields listed below. To delete any of these fields the customer will have to delete directly in the host. When the System Value is set to true, bookingModifyGuest verb will allow deletion of the following TSA document & email fields – frequent flyer number, known traveler, redress number, global entry, special meal, wheelchair, and email.

<b>Allow PNR Creation if final cost differs from Master Pricer cost</b>	For the CS API Booking_IN message, if this value is set to False and the Air Cost from Master Pricer does not match the Cost in the TST, the PNR will not be created. If the value is set to true the PNR will be created, even if the Air Cost from Master Pricer does not match the Cost in the TST.
<b>Fare Search PTC Override Code</b>	When this System value is used, all Master Pricer requests will be sent for that Fare Search Code exclusively, and will not request ADT fares. E.g. SEA
<b>Duplicate Booking Check (TRAVEL DATE, SAIL DATE, BOTH)</b>	When the System Value is set to TRAVEL DATE, the system will check itinerary Details 'StartDate' or 'EndDate' for duplicate dates. When the System Value is set to SAIL DATE, the system will check ExtraInfo Category Cruise for duplicate 'START_DATE_TIME' or 'END_DATE_TIME'. When the System Value is set to BOTH, the system will check both Travel 'StartDate' or 'EndDate' & Sail 'START_DATE_TIME' or 'END_DATE_TIME' dates. If multiple bookingIDs are found for same GuestClientID, PNR will still be created, and warning message in the OUT message will be added. e.g. <MessageDescription>Booking already exists for GuestClientID 1111, 2222</MessageDescription>
<b>Duplicate Booking Remark added to PNR</b>	This System Value works in conjunction with above system value. Adds a remark to the PNR advising duplicate booking. e.g. RMx/Booking already exists for GuestClientID 1111, 2222.  Possible value is RM or RM<category code A-Z> e.g. RMQ
<b>Enable TFO 'through fare only' master pricer search parameter</b>	When this System Value is set to true, we adjust Negotiated Master Pricer fare search only to include TFO search parameter when INF, INS and/or CHD PAX type combinations are found with ADT. When value is set to false, TFO search parameter is not included with Master Pricer search.
<b>Ticketing Result Remark Category</b>	This System Value works in conjunction with ticket authorization remark. Ticketing result (successful or failure) remark will be added using this remark category. e.g. RMT
<b>Company/Traveler related profile remarks added to PNR</b>	This System Value works in conjunction with Profile transfer during FlightSearchAndBooking. A categorized remark is added to the created PNR to indicate whether profile transfer was successful or not.
<b>Ticketing Price Difference Threshold</b>	Amount entered is applied as threshold of maximum price difference between original TST and new pricing at Ticketing. If amount exceeded, the ticket is not issued and the PNR is placed on the Ticketing Fail Queue.
<b>Validate SSR DOCS During Ticketing</b>	Controls whether SSR DOCS validation is done at Ticketing. If it is "True", checks that all passengers and flight segments have SSR DOCS elements associated. If not, it will add the SSR DOCS elements so that ticketing does not fail. ** Not done for specific

	airline if there is a PNR rule to not create SSR DOCS elements for that airline.
<b>PNR Creation Queue Placement</b>	PNRs will be automatically placed on this defined host queue at creation time and/or when PNR is migrated into Context Search.
<b>Flight Monitor Automatic Refresh x mins</b>	Controls how often the Flight Monitor robot requests flight information updates. Minimum time is 10 min.
<b>Itinerary Change Queue Placement</b>	PNRs will be automatically placed on this defined host queue when all segments of the current itinerary are confirmed (either HK or PK) and different from the previous itinerary.
<b>Add INVOICE entry to ticketing (INV, NONE)</b>	When System Value is set to INV, AMC ticketing request will include INV in the ticketing entry. When System Value is set to NONE, AMC ticketing request will not include INV in the ticketing entry.
<b>Exclude from Orphan Queue Remark type added to PNR</b>	This System Value is used to keep PNRs off Orphan queue. When PNR is removed from Orphan queue AND System Value is found with remark identifier. Specific remark is added to PNR that will prevent PNR from reappearing on the Orphan queue.
<b>FSAB will continue with next recommendation until value reached</b>	This System Value is used in conjunction with ShellPNR process FullProcess and FullProcessWithShellPNRFallback process action. If 1 <sup>st</sup> FSAB recommendation is not available, continue with next recommendation. If no recommendation is available create ShellPNR. System value minimum is 1 and maximum 5.

To edit a System Value, click on the **Edit** button, modify the value and click on **Save**.

## 2.27 Ticketing Failure Queue

This parameter defines a condition based on a ship. When a ticketing error happens based on the queue definition defined here, the PNR will be placed on the correct queue. The following columns are available on the "Ticketing Failure Queue" grid:

- Queue Name:** Ship name that the condition applies to, Default or Priority queue
- Limit Day:** The number of days limit for the ticketing failure queue to take action.
- Urgent Queue (<=Limit Day):** Indicates the queue to use for urgent queuing (less or equals to the limit day).
- Normal Queue (>Limit Day):** Indicates the queue to use for normal queuing (greater to the limit day).
- Actions:**
  - Add new record:** Click to add a new record
  - Edit:** Edits the condition

- **Delete:** Deletes the condition

To define a condition for the Ticketing Failure Queue:

1. Click **Ticketing Failure Queue** from the "Configuration Management" page.
2. Click **Add new record**.
3. Select a ship, Default queue or Priority queue from the **Queue Name** pull-down menu.
4. Limit Day-enter a value (number of days prior)
5. Urgent Queue (<=Limit Day)-enter queue and category value for queue in the Amadeus Central System
6. Normal Queue (>Limit Day)-enter queue and category value for queue in the Amadeus Central System
7. Click **Update**.

Ticketing Failure Queue				
+ Add new record				
Ship Name	Limit Day	Urgent Queue (<= Limit Day)	Normal Queue (> Limit Day)	
DEFAULT	10	50C1	50C1	<a href="#">Edit</a> <a href="#">Delete</a>
Disney Dream	20	50C1	50C1	<a href="#">Edit</a> <a href="#">Delete</a>

## 2.28 YQ Tax Airlines

Some airlines require that the YQ tax amount in effect when the itinerary was first priced be applied at time of ticketing even if the YQ tax amount at time of ticketing is different. This table is used to list those airlines. The following columns are available on this table:

1. **Airline:** Enter airline. It will autocomplete with airline that matches entry. Select the airline.
2. **Actions:**

- **Add new record:** Click to add an airline to the table
- **Edit:** Edit an airline
- **Delete:** Delete an airline

To add an airline to the table:

1. Click on **YQ Tax Airlines**
2. Click on **Add new record**
3. Enter **airline** and select when Autocomplete displays it
4. Click **Update**

**YQ Tax Airlines**

+ Add new record

**Airline**

Enter Airline...

AA

BA

VS

Update

Cancel

Edit Delete

Edit Delete

Edit Delete

## 2.29 Zone Definition

This parameter allows you to define specific zones. A zone specified in a rule condition can then be used when processing a flight search. Zones can be defined at a Continent, Country, Country Region, State, State Region and City level. A Continent Zone can include multiple countries, states, cities, airports, other zones or combination of all. The following columns are available on the "Zone Definition" grid:

1. **Zone Name:** Name assigned to a zone
2. **Actions:**
  - **Add new Zone:** Click to create a new zone
  - **Edit:** Edit a zone
  - **Delete:** Delete a zone


**NOTE:** These values are configured in the Management Centre. Some of the values on the tables, like Ports and Ships need to reflect the values used by third party applications but are set in the Management Center. Parameters in the **Configuration Management** are configured in the cruise line's third party application.

### 2.29.1 Configuring a Zone Definition

Zones can be defined at a Continent, Country, Country Region, State, State Region and City level. A Continent Zone can include multiple countries, states, cities, airports, other zones or combination of all.

A Country Zone can include states, cities, airports, other zones or a combination of all. A State Zone can include multiple cities, airports, other zones or a combination of all.

The following columns are available on the "Zone Definition" grid:

1. **Zone Name:** Displays the zone name
  - Clicking  next to the zone name displays a list of countries, regions and/or airports currently assigned to the zone
2. **Actions:**

- Add new location
- **Update:** Update a Zone Definition
- **Delete:** Delete a Zone Definition

**Zone Definition**

+ Add new Zone

**Zone Name**

Europe

+ Add new Location

Type	Code	Name	
Nation	FR	France	<input type="button" value="Delete"/>
Nation	BA	Bosnia - Herzegovina	<input type="button" value="Delete"/>
Nation	BG	Bulgaria	<input type="button" value="Delete"/>

To create a Zone Definition:

1. Click **Configuration Management**.
2. Click **Zone Definition**.
3. Click **Add new Zone**.
4. Enter a name for the new zone and click **Update**.

**Zone Definition**

+ Add new Zone

**Zone Name**

Europe

+ Add new Location

5. To assign locations to the Zone you just created, click  followed by **Add new location**.

**Zone Definition**

+ Add new Zone

**Zone Name**

Europe

+ Add new Location

Type	Code	Name	
Nation	FR	France	<input type="button" value="Delete"/>
Nation	BA	Bosnia - Herzegovina	<input type="button" value="Delete"/>

6. Click the **Type** pull-down menu and select a location type.

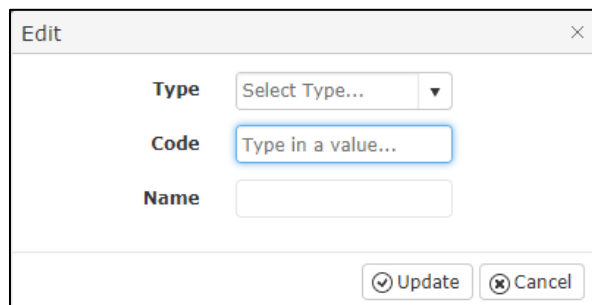
You can choose from the following location types:

- Airport
- City
- State
- Nation
- Zone



7. Click the **Code** field and enter the code followed by a slash (/) or name for the location and select when autocomplete presents a match.
8. The code field will populate with the IATA code of the location you selected and the name for the location you selected is populated in the **Name** field
9. Click **Update**.

Repeat this process for all the locations you want to add to the Zone.



The screenshot shows a dialog box titled "Edit" with a close button (X) in the top right corner. Inside the dialog, there are three labeled fields: "Type" with a dropdown menu showing "Select Type..." and a downward arrow; "Code" with a text input field containing "Type in a value..." and a blue border; and "Name" with an empty text input field. At the bottom right of the dialog, there are two buttons: "Update" with a checkmark icon and "Cancel" with an X icon.