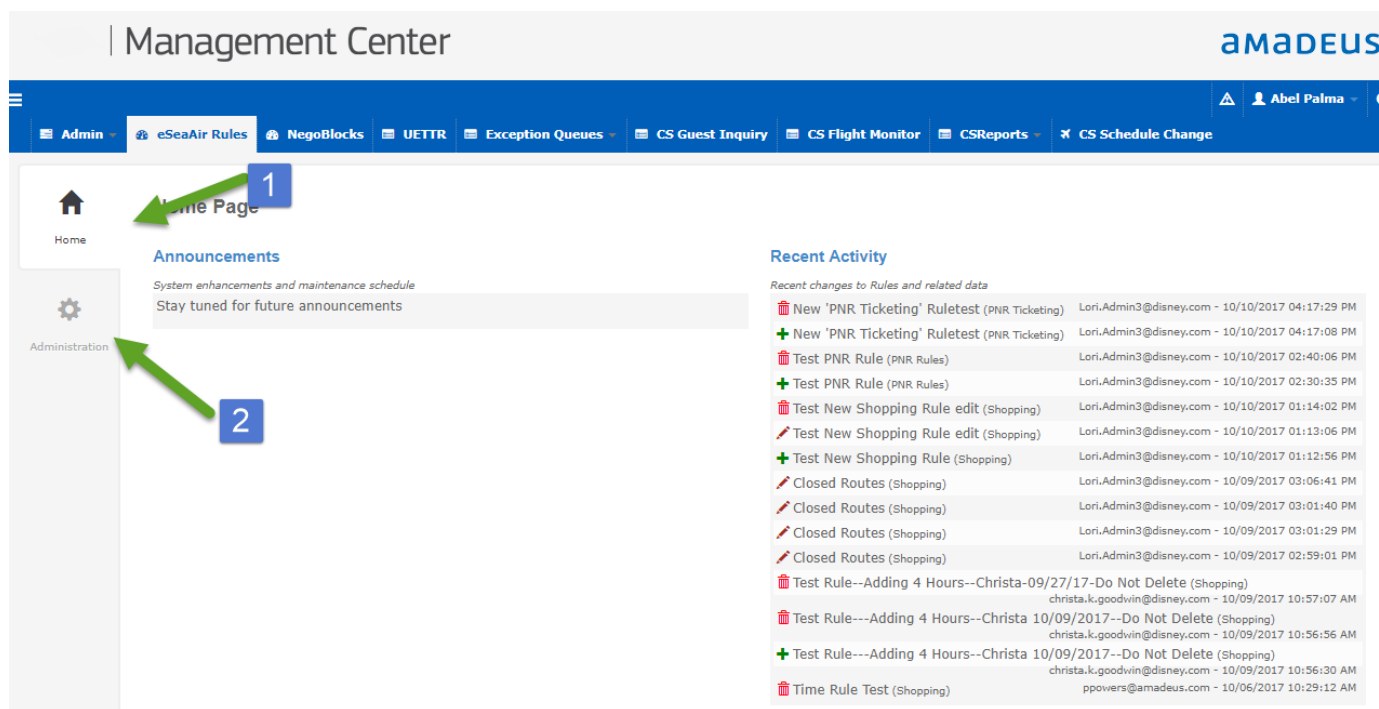


## 1 eSeaAir Rules Module




Most of the parametrization and logic behind the search, book, pricing and ticketing operations lies within the rules module therefore it is very important to understand and define the correct set of rules and parameters in order for the solution to work as expected.

In the Management Center there is an option called *eSeaAir Rules* which you need to click in order to go to the rules module. After clicked, two icons will appear on the left portion of the screen as shown below:

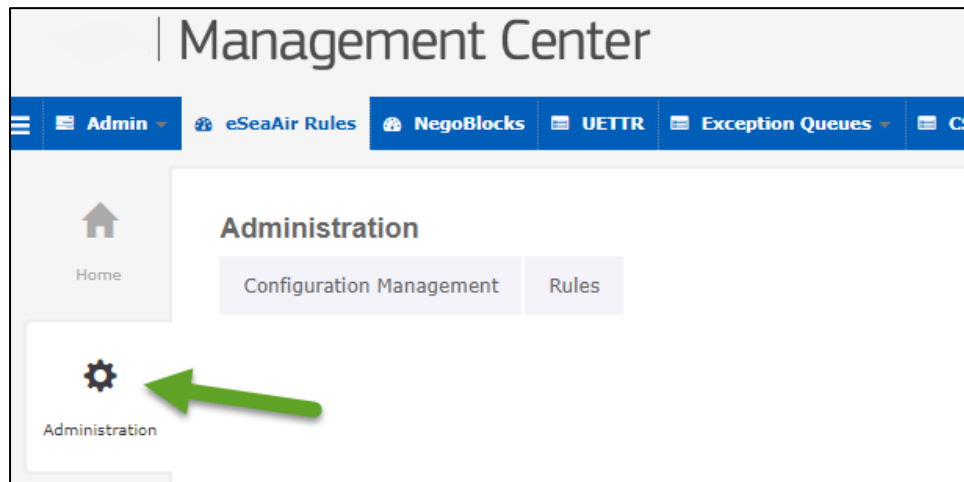
1. Home
2. Administration



- **Home:** Displays the latest announcements, for example, system enhancements and maintenance schedules on the left panel, and on the right panel you will find the *Recent Activity* panel which displays the most recent activity that occurred on the website, including:

- Information added, which can be easily identified with the following icon: 
- Information deleted, which can be easily identified with the following icon: 
- Information modified, which can be easily identified with the following icon: 

- **Administration:** This panel controls the core functionality of Context Search, which defined the behavior of air searches, booking, ticketing and also is the place where all the information catalogs are defined for most of the operations used in the system.



In order to facilitate the understanding of this guide the following common icons can be used for most of the screens:

- To choose a date you can click on the following icon:
- To add elements to a table you can click on the following icon:
- To filter a table you can click on the following icon:
- To edit an item you can click on the following icon:
- To delete an item you can click on the following icon:
- To save an item you can click on the following icon:
- To cancel an action you can click on the following icon:
- To expand an item to show it's sub-items, you can click on the following icon:
- To expand a section on the screen you can click on the following icon:
- To collapse a section on the screen you can click on the following icon:

This user guide describes the **Configuration Management** tab. There is a separate user guide for the **Rules** tab.

## 2 Configuration Management Tab

This section contains several parameterization values and tables that are used in the logic behind the system behavior. In the following sections these options will be described in detail along with some definition and examples of usage.

**Administration**

Configuration Management

Select one:

Agency Classification

Agent Ship Sailing Assignment

Airline CC Profile

Auto Ticket Criteria

Auto Ticket Scheduler

Breakpoints

Business Channels

Cabin Category

Charter/non-GDS Airlines

Cruise Ports

Cruise Ships

Customer Codes

Email Configuration

Fare Search PTC Code

Fifo Notification Conditions

Nego Block Generation Mode

Notifications Config

One Ticket Extra Seat

PNR Mod Penalty Configuration

Port to Airport

Preferred Recommendations

Promotion Definition
Schedule Change
Service Standards
Stored Fare Ticketing
System Values
Ticketing Failure Queue
YQ Tax Airlines
Zone Definition

## 2.1 Agency Classification

This configuration allows you to create agency classification codes that are used to populate the agency classification dropdown list in the Rules tab. An agent can then create a rule where one of the conditions is agency classification code.

### — Actions:

- **Add Agency Classification:** Add a new agency classification code
- **Edit:** Edit current row.
- **Delete:** Delete current row.

To create an agency classification code:

1. Click **Agency Classification** from the "Configuration Management" page
2. Click **Add Agency Classification**

Agency Classification	
+ Add Agency Classification	
Agency Classification	Actions
GOLD	<a href="#">Edit</a> <a href="#">Delete</a>
TIER 2	<a href="#">Edit</a> <a href="#">Delete</a>

3. Enter agency classification code
4. Click Save

New Agency Classification

Agency Classification

PLATINUM

Save

Cancel

## 2.2 Agent Ship Sailing Assignment

This configuration allows you to assign a ship(s) to an agent. The agent would be responsible for all guests sailing on that ship and will receive notifications for that ship only, such as schedule changes.

The following columns are available on the "Agent Ship Sailing Assignment" grid:



- **Agent Name:** Agent name assigned to a ship
- **Ship:** Ship name
- **Sailing Range Start:** date when the ship sail starts.
- **Sailing Range End:** date when the ship sail end.
- **Days Prior:** how many days prior this ship will be assigned to the agent. If there is no restriction the keyword ALL will be shown.
- **Actions:**
  - **Add new record:** Add a new agent ship sailing assignment
  - **Edit:** Edit current row.
  - **Delete:** Delete current row.

To assign an agent to a ship sailing:

1. Click **Agent Ship Sailing Assignment** from the "Configuration Management" page.
2. Click **Add New record**.

Agent Ship Sailing Assignment						
+ Add new record						
Agent Name	Ship	Sailing Range Start	Sailing Range End	Days Prior	Actions	
luz gonzalez	Disney Dream	01/24/2017	02/28/2018	ALL	Edit	Delete
Lori Ticketagent	Disney Fantasy	01/24/2017	12/31/2017	ALL	Edit	Delete
Sheri ticketing2	Disney Wonder	04/27/2017	12/31/2018	331	Edit	Delete
Christa Admin	Disney Magic	04/27/2017	03/31/2018	331	Edit	Delete

3. Select a user from the **Agent Name** pull-down menu.
4. Select a ship from the **Ship** pull-down menu.

5. Enter a **Sailing Range Start** date or click  to select the date using the calendar function or type in the date using the MM/DD/YYYY format
6. Enter a **Sailing Range End** date or click  to select the date using the calendar function or type in the date using the MM/DD/YYYY format
7. Enter the **Days Prior** or leave at 0 for All
8. Click **Save**.

New Agent Ship Sailing Assignment

Agent Name

Select user...

Ship

Select ship...

Sailing Range Start

09/20/2017

Sailing Range End

09/20/2017

Days Prior

0

Save

Cancel

## 2.3 Airline CC Profile

The user can define airline credit card information to be used in the system. The information must be stored in a profile in the host system.

**PRE-REQUISITE:** The credit card has to be setup in the agency profile in order to be valid, since it will need to be associated to the Host Profile created for that Credit Card.

This flow can be used in Amadeus Host application (Amadeus Selling Platform) to create a credit card profile:

- Enter in profile mode: **PM**
- Create a profile with a user defined id, ie. CC PROFILE 1: **PCN/CC PROFILE1**
- Type the credit card information, ie. VISA 444 3333 2222 1111, exp 9/18:  
**FPCCVI4444333322221111/0918/-AA UATP Test**
- End Profile Mode: **PME**

The following columns are available on the "Airline CC Profile" grid:

- **Airline:** Airline code.
- **Amadeus Host Profile:** The name of the host profile previously created in the host system.
- **Type:** Identifies if this is the default credit card to use for that airline or is specific for a limited credit amount for that airline.
- **Line #:** identifies the line in the credit card profile where the information is stored.
- **Currency:** The office's currency code for issuing tickets. This currency code applies to the credit amount entered.
- **Credit:** The credit amount for this credit card.
- **Available:** the available credit of the credit card. This amount is decremented as the credit card is used for ticket payment until it reaches 0. After that, the default credit card defined for that airline is used for ticket payment.
- **Actions:**
  - **Edit:** Edit the airline credit card profile information
  - **Delete:** Deletes the airline credit card profile

**Airline CC Profile**

+ Add Airline Credit Card Profile

Airline	Amadeus Host Profile	Type	Line #	Currency	Credit	Available	Actions
00	TEST FOP	DEFAULT	1	USD	--	--	Edit Delete

To add an airline credit card profile:

1. Click on **Airline CC Profile** from the "Configuration Management" page.
2. Click on **Add new record**.
3. Enter the airline.
4. Enter the **Amadeus Host Profile** name.
5. Select a **Type** from the pull-down menu.

The following choices are available:

- **Default:** to be used as default for airline specified when the available credit amount of the specific type for that same airline has reached 0 or a specific type is not defined for the airline.
  - **Specific:** to be used for specific airline limited credit amount.
6. Enter the **Line#** of the profile where the credit card information is stored.
  7. If Specific type is selected, enter credit amount.
  8. Click **Save**.

New Credit Card Profile

Airline

Enter Airline...

Amadeus Host Profile

Type

SPECIFIC

Line #

Currency

USD

Credit

0.00

Available

Save

Cancel

## 2.4 Auto Ticket Criteria

The defined parameters applies to a ship and allow you to specify the number of "Days Prior" that ticketing is required. The AutoTicketing robot will issue tickets, when 'Days Prior to TKTL' or 'Days Prior to Vacation Start Date' is met. The following columns are available on the "Auto Ticket Criteria" grid:







- **Task Name:** The name given to the task.
- **Ship:** The ship name.
- **Sailing Range Start:** Ship sailing start date range.
- **Sailing Range End:** Ship sailing end date range.
- **Payment Status:** Indicate the minimum status the payment must be set in order to do the ticketing.
- **Days Prior to TKTL:** Specify the number of days prior for the ticketing time limit to issue the ticket. Once 'Days Prior to TKTL' is met. Ticket will be issued regardless if Days Prior to Vacation Start Date is not met.
- **Days Prior to Vacation Start Date:** Specify the number of days prior for the sailing to issue the ticket. Once 'Days Prior to Vacation Start Date' is met. Ticket will be issued regardless if Days Prior to TKTL is not met.
- **Fare Type:** Indicates the fare type to evaluate before issuing the ticket. It can be flexible, restricted or both.
- **Incl/Excl Validating Airlines:** Indicate if an airline should be included or excluded. If this does not apply the default value is all, so there will not be any inclusion or exclusion performed.
- **Airlines:** The specific or list of airline(s) to be included or excluded if this was previously set.




- **Ticket Designator:** indicates which ticket designator to apply. If a single TST has multiple ticket designators, ok to ticket on any matched ticket designator. Column activated by Roles security.
- **Cruise Reservation Status:** indicates Reservation Status. Column activated by Roles security.
  - BK: Booked - Status for a valid reservation that has been stored, that has payment activity.
  - CL: Closed - Paid in full and voyage has started. Only accounting activity is permitted.
  - CT: Cancelled and Terminated - Was cancelled and revenue was recognized.
  - CX: Cancelled - A cancelled reservation. Reinstate and accounting activities are permitted.
  - OF: Offer - Holds price and inventory until a deposit is made or option is expired.
  - QT: Quote - Holds price for a user defined amount of time.
  - SH: Shopping - The only copy of the reservation stored in Rules sub-system. It can be deleted at any time.
  - TM: Terminated - Voyage ended. No changes permitted.
  - WL: Waitlist - Request is held until it is cleared or cancelled.
  - RQ: Request Status - The reservation is in request status, it is part of a Freestyle Group and does not have names, a cabin assigned, or money on the record. It is unsold space
- **Booking Type:** Advises whether booking type is Edifact or NDC.
- **Reservation Type:** indicates the reservation type: Bundled, Packaged, or Standard. Applies to NCL only. Column activated by Roles security.
- ~~**RES Status:**~~ indicates which RES Status code to apply. (RES status has been replaced with Cruise Reservation Status per DCL).
- **Enabled:** Indicates if the criteria is enabled.
- **Actions:**
  - **Add new record:** Allows to create a new record
  - **Edit:** Edits the auto ticket criteria
  - **Delete:** Deletes the auto ticket criteria




Auto Ticket Criteria

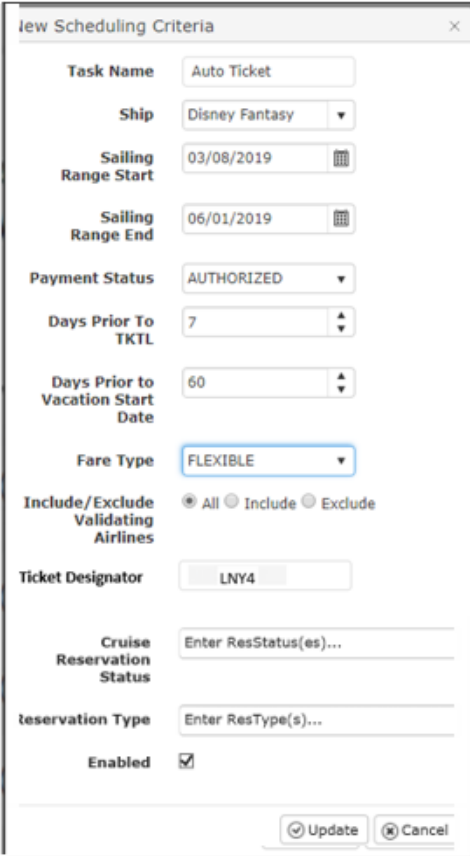
+ Add new record

Task Name	Ship	Sailing Range Start	Sailing Range End	Payment Status	Days Prior To TKTL	Days Prior to Vacation Start Date	Fare Type	Include/Exclude Validating Airlines	Airlines	Ticket Designator	Cruise Reservation Status	Booking Type	Enabled	
Henry DO NOT DELETE	DEV	10/08/2020	12/31/2021	BOTH	0	300	BOTH	AB		F310		EDIFACT	true	 
DO test	DO	07/18/2018	12/07/2019	BOTH	330	330	BOTH	AB				EDIFACT	true	 
DW - Domestic 2	DW	02/04/2019	12/31/2099	BOTH	330	330	FLEXIBLE	AB				EDIFACT	true	 

To configure the Auto Ticket Criteria:

1. Click **Auto Ticket Criteria** from the "Configuration Management" page.
2. Click on **Add New Record**.
3. Enter a **Task Name** (for example, Auto Ticket 1).
4. Select a ship from the **Ship** pull-down menu.
5. Enter a **Sailing Range Start** date or click  to select the date using the calendar function or type in date using the MM/DD/YYYY format

6. Enter a **Sailing Range End** date or click  to select the date using the calendar function or type in date using the MM/DD/YYYY format
7. Enter a **Payment Status** element from the list: Both, Authorized or Pending.
8. Enter the **Days Prior to TKTL** or click  to increase or decrease the value or type in value
9. Enter the **Days Prior to Vacation Start Date** or click  to increase or decrease the value or type in value
10. Indicate the **Fare Type** from the pull-down menu, it can be flexible, restricted or both.
11. In the **Inc/Excl Airlines** field, choose whether to include/exclude all airlines or specific airlines. If this does not apply the default value is *All* which should be used to not exclude or include any airline.
12. If **Include** or **Exclude** is selected, then you should enter information on the **Airlines** textbox. It can be a specific or a list of airline(s).
13. Enter the **Ticket Designator** that applies. Field is controlled by Roles security.
14. Enter the **Cruise Reservation Status** that applies. Field is controlled by Roles security.
15. Enter the **Reservation Type** that applies. Field is controlled by Roles security.
16. Select the **Enabled** checkbox to enable the criteria.
17. Click **Update**.



New Scheduling Criteria

Task Name: Auto Ticket

Ship: Disney Fantasy

Sailing Range Start: 03/08/2019

Sailing Range End: 06/01/2019

Payment Status: AUTHORIZED

Days Prior To TKTL: 7

Days Prior to Vacation Start Date: 60

Fare Type: FLEXIBLE

Include/Exclude Validating Airlines: ☒ All ☐ Include ☐ Exclude

Ticket Designator: LNY4

Cruise Reservation Status: Enter ResStatus(es)...


Reservation Type: Enter ResType(s)...

Enabled: ☒


Update Cancel


## 2.5 Auto Ticket Scheduler


Allows you to schedule the frequency of the robot to issue tickets. The default value is set to every 15 minutes but a different value can be assigned if required. To configure the Auto Ticket Scheduler:

1. Click **Auto Ticket Scheduler** from the "Configuration Management" page.
2. Enter the **Start Time**.
3. Enter the **End Time**.
4. Enter the Run Interval in Minutes or click  to increase or decrease the value.
5. Select the **Enabled** checkbox.
6. Click **Save**.

### Auto Ticket Scheduler

**Start Time (UTC)**  
 

**Run Interval in Minutes**  
 

**End Time (UTC)**  
 

**Enabled**  
☒

To disable the Auto Ticket robot, uncheck the **"Enabled"** checkbox.

## 2.6 Breakpoints

For customers who use Breakpoints to construct multi-ticket itineraries, Context Search provides the Breakpoint table. The maximum number of breakpoints supported for any direction of travel is three. Context Search will use customer's preferred market fare break points to search for multi-airline contract and/or published fare recommendations using Master Pricer from Origin to breakpoint and from breakpoint to destination. An origin/destination pair can only be entered once in the table. If a user tries to enter an origin/destination pair that already exists in the table, an error is returned. The FlightSearch result may include single ticket itinerary and/or multi-ticket itinerary, using breakpoints defined in AMC. The following columns are available on the "Breakpoints" grid: