RISC
SERVICES

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1 GDS Manual

RISC Capital Services has mainline access to the travel backbone platform. This platform is called the Global Distribution System (GDS) and facilitates the booking of flights in a quick, efficient and low-cost manner. The operation of the GDS is not via a Graphical User Interface (GUI), but rather through a command line via a language called 'Cryptic'. This language is very extensive and more can be found in the full manual, but this document serves as a quick reference guide for common operations that one might wish to perform using specialised scripts created by RCS.

1.1 Loading Passenger Information

The construction of a booking is controlled by a Passenger Name Record (PNR). This object eventually gets serialised into a boarding pass with a booking reference. It is therefore vital that this object is constructed accurately to avoid issues at the airport. The GDS platform has been pre-setup with all employee information such as passports and so forth. Consequently, the construction of the PNR is extremely straightforward.

First, one must load in passenger information. It is important to note that the first passenger on the booking is the primary passenger. To load a passenger, simply execute the custom script:

$$\text{ADD} \tag{1}$$

This will launch a walk through GUI where one enters the *known-as* name for the passenger. For example, 'Isaac Roberts' or 'Tony Webb'. Once the ADD command has been executed, all information should be pre-loaded into the PNR for the passenger in question. The ADD script can be repeated as necessary for further passengers one wishes to combine onto the same booking.

1.2 Listing Client Files

If one is unsure whether a profile exists for an employee, a lookup script can be executed to display personnel files:

$$\text{LIST} \tag{2}$$

1.3 Creating Client Files

If one wishes to create a profile for a new employee, a script can be executed to display a GUI for creating a new file:

$$\text{CREATE} \tag{3}$$

Note that the email field **must** be specified in the format of `name//domain`. I.e. the `//` symbol must be used in place of `@`. In addition, mobile numbers should be of the format 447777777777 without the + at the start.

1.4 Editing Client Files

If one wishes to edit a profile for an existing employee, a script can be executed to display a GUI for editing an existing file:

$$\text{EDIT} \tag{4}$$

Note that the email field **must** be specified in the format of `name//domain`. I.e. the `//` symbol must be used in place of `@`. In addition, mobile numbers should be of the format 447777777777 without the + at the start.

1.5 Flight Searching

Now that a PNR has been created, one must search for relevant flights. One can do this by opening the Smartpanel dialogue. This dialogue can be accessed by clicking on the icon with `FS` inside of it. This is short for 'flight shopping'. Once the dialogue opens, simply search for the flights as you would do through a GUI platform. You can specify airlines, class codes and more. You can also search per-passenger by ensuring that the checkbox is ticked either side of each passenger you wish to search for. This is useful for cases where a subset of the passengers should fly business and the other set should fly economy.

In the GDS code field, one must specify `AER01` which will show us private discounted fares not available for public purchase. If you are unsure where to put this field, load the `PRIVATE` template from the top right corner. This template will show both private and public fares so it's recommended to use this at all times to maximise cost savings.

Once the search has been completed, a set of flight options are presented. If one clicks the price (shown in green), a branded window shows allowing one to select further options such as baggage, flexible dates and so forth. Once a selection has been made, click 'FARE QUOTE'. This will officially price the fare, you can then add this to the PNR by clicking 'Confirm'. If you only wish to quote this fare, one can simply click 'TQ'. This will then add the fare to the quoting tool.

Please note, all fares will either be branded as **PUBLIC** or **PRIVATE**. It's easy to tell which is which because if it's a private fare, text informing you that it is a private fare is clearly shown next to the flight and if no text is shown, then it's a public fare. Private fares generally have a lower price as they're directly negotiated with the Airline.

1.6 Holding Seats / Booking

To book the flight and hold seats you need to submit the PNR for processing using a special script. Simply execute:

$$\text{HOLD} \tag{5}$$

This will submit the PNR to the airline and make a reservation *without paying for it*. At this point, the booking is complete and the passengers have space on the aircraft. However, if payment isn't received within a time period (usually 24 hours), then the booking is cancelled.

To perform seat selection, simply click the class code (shown in green next to the flight number) next to each itinerary segment in the PNR. This will bring up a seat mapper and permit you to select the seat for each segment. Once this has been done, submit the seat selection using the GUI dialogue and then the PNR will automatically be updated. In order to hold seats for flights, it is vital that the status of the segment in question is HK. Do not attempt seat selection unless the hold is confirmed on all segments otherwise an error will show.

1.7 Re-instating an Expired Fare

Only use this step if you are ticketing a booking after holding seats for hours

If you are re-visiting a booking that has not yet been ticketed (holding seats only), there is a chance that the fare quoted may have expired. If so, you'll need to re-instate the fare in question. One does this by first checking if the fare is expired. First recall the PNR for the passenger:

$$\text{*-SURNAME} \tag{6}$$

Note that SURNAME in this instance refers to the passengers surname. This will bring up the PNR automatically. Once it is loaded click the FF section. If you see a blue character X next to the passenger type (usually ADT), then the fare has expired and it'll need to be quoted again. If it is any other character such as G or Z, then you *do not need to perform this step*.

To re-instate an expired fare, execute:

$$\text{REINSTATE} \tag{7}$$

You will now see that the fare has been updated to be the newly agreed fare price. You can now proceed to ticketing.

1.8 Cancelling a Booking

If you have made seat reservations and simply wish to cancel the booking before or after the seats expire, you can do this by executing:

$$\text{CANCEL} \tag{8}$$

This will cancel the itinerary and update the PNR. Once this is done the PNR will gracefully expire on its own within a few days. All seat reservations after this point will be lost.

It is vital that this step is done on PNRs that are expired by the airline. Failure to do this will result in debit memos (charges) being issued to RCS by the airline. Therefore, ensure that all PNRs are cancelled manually after seat reservations expire.

1.9   Ticketing

If you are happy with the reservation and wish to ticket (pay) for the journey, one can simply execute the following command:

$$\text{TICKET} \tag{9}$$

This command runs a specialised script for our company which will update the PNR with all information required to ticket the fare. Once this is done it is then submitted to the queue at AerTicket. Within one hour, the booking will be confirmed and **travel@risc.services** will be emailed an invoice and associated booking information.

At this point the task is complete and the passengers can travel! It's usually a good idea to send them their itinerary by email to confirm they know their flight timings and so forth.

1.10   Signing off

It is vital to sign out of the GDS after use. Simply clear any PNRs in use by executing:

$$\text{I} \tag{10}$$

Finally, sign out by executing:

$$\text{SOF} \tag{11}$$

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