ISA
information systems associates

AccelAero
Reservation System
Administration Module

User Manual
November 2010
Version 1.8

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What is AccelAero?

AccelAero Reservation System is a fully integrated online reservation system with flight management, pricing management, booking modules and Agency management functionality. System consists of modules for head office management functionality as well as reservation modules for Call Centre, Agents and Internet Booking Engine for web users.

AccelAero Reservation System is a product developed by the Information Systems Associates (ISA). Information Systems Associates (FZC) is a software services company that specializes in providing cutting-edge solutions for the fast growing budget airlines. It has been set up as a joint venture between John Keells Holdings and Air Arabia LLC. The company is headquartered in the Sharjah Saif-Zone U.A.E.

The purpose of this User manual is to cover each of the key features of AccelAero Reservation module, with step-by-step explanations to take full advantage of the system.

Amendment history

Ver.	Change reference	Date	Requested by	Changed by	Change description	Release date
1	Original	March 2006		Srikanth	Original Manual	
2	Update	Jan 2007		Nuwan	Update Changes	
3	Version 1.0	Mar 2007		Janaki	Review & Update	March 2007
4	Version 1.1	Mar 2007	Mihin Lanka	Janaki	Format Changes	29March2007
5	Version 1.2	Mar 2008	Enhancement Release	Janaki	Different Fares & Blocked space interline	
6	Version 1-2	May 2008	Enhancement Release	Janaki	Fares - Sales Validity, Rule level buffer time Inventory - User Notes New Reports	June 2008
7	Version 1-3	Jun 2009	Enhancement Release	Janaki	GDS, GSA Management, Multi currency and other enhancements	Jun 2009
8	Version 1-8	May 2010	Update	Janaki		June 2010
9	Version 1-9	November 2010	Update	Janaki		November2010

1. INTRODUCTION

The purpose of this User Manual is to provide a guideline for the Users of AccelAero Administration Module.

The User Manual provides a detailed description of the behaviour, functionality and the validations to be expected when using the system.

2. PRODUCT OVERVIEW

2.1. Scope

This document covers the User interaction with the administration functions required for the AccelAero Reservation Modules.

2.2. Administration Functions

AccelAero Administration functionality covers all administration aspects of an Airline with regard to managing Reservations.

- Administration of Master Data
- Management of Schedules & Flights
- Management of Inventory
- Management of Pricing
- Administration of Security
  - Role Definition
  - User Definition (Functionality accessible from the Reservations Module)
- Agency Administration (Functionality accessible from the Reservations Module)
- Scheduler Jobs & Tools
- Management Information System (MIS)
- Flight Load Analysis (FLA)
- Reports

Note:

- If an airline wishes to delegate Agency management and/or user Management at Agency offices to Agents, it is made possible as Agent and user functionalities are made available from the 'public' interface.

3. USER INTERACTIONS

3.1. General Guidelines

- AccelAero System is a web-based application.
- All Menu items & function keys within each Menu item is controlled/managed by the pre-defined, configurable privileges set provided with the system. These can be Activated /Inactivated as required at the point of initial setup.
- To log in to the application, an active User profile is required. Only the Users reporting to a valid and active Agent profile will be allowed to log in.
- All user IDs will be initially created by the Administrator and Users would be informed of their user ids and passwords. Preferably, all Users should change their passwords once they log in.
- Once you log into the system for the 1st time, you should change the password to a strong password. i.e.: Mix of characters and number but without special characters.
- When you log into the Administration module, your menu and functions (buttons) within each screen is enabled based on the privileges assigned to you.
- Use the menu displayed on the top of the screen to navigate around the application
- Frequently used list of functions are made available to you in a quick launch pad. Click on the 'Quick launch' () arrow provided in the menu bar and 'pad' will be displayed.

Figure 1.

- For ease of usage, you can access and open up to 5 functions at any time. However, you should note that data created in one tab/screen/page would not be auto refreshed in other pages (tabs), you need to carry out a search facility (if available) or close the screen and re-open.

Figure 2.

- At any given occasion the user can navigate back to the previous screen opened by pressing on the "Back" button

- At any given occasion the user can navigate back to the menu or close the current working form by pressing on the “Close” button or by clicking on the “X” of the tab
- A status bar is displayed on the bottom of each screen
- Error/progress messages are displayed on the left hand side of the status bar
- A list of common error/progress messages can be found under section ‘common error messages’
- Whenever a menu option is selected its name displayed in the top left hand side of the tab
- When command buttons are enabled the button will be displayed with the text in dark font. Else button will be displayed in grey shade including font.
- Mandatory fields will have an ‘*’ asterisk next to the data field.
- All data values (character/alphanumeric) that are used to uniquely identify the record entered will be converted automatically to Uppercase and saved in the system.
- Data entry navigation can be done using the ‘Tab’ key. Tab sequence is from top to bottom and then left to right of the screen.
- Grid values will be sorted and displayed depending on the key field(s) specific to each individual screen. As a normal standard, character values will be sorted in alphabetical order and numeric values will be displayed in ascending order.
- Date format will be DD/MM/YYYY.
- Time format will be according to the 24-hour clock standard as hh:mm. For example 1:00 p.m. will be displayed as 13:00 hrs.
- Value lists and fields displayed on screens will be based on the enabled functionality. Where a certain functionality will be blocked, value list will be displayed with a default value of ‘A’’.

3.2. Buttons and Screen Behaviour

Functionality of each screen is mainly controlled by the command and other standard buttons, which appears on each screen.

Sample Guideline:

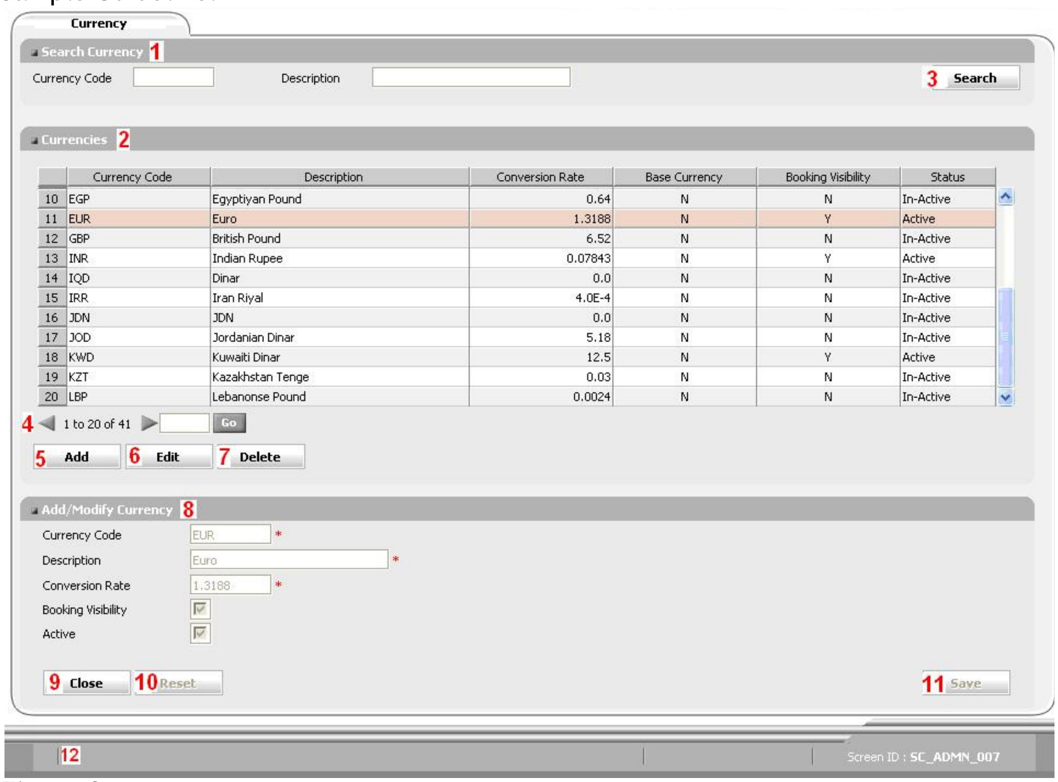


Figure 3.

Screen Area	Description
1 ➔ Search Section	○ This section is available in almost all the Administration functions. ○ When a screen is loaded for the 1st time, search section will be populated with the default values. ○ User can either select/specify the search criteria and request for new data set to be retrieved and displayed in the grid or continue with another action. (i.e..: Add) ○ Data in the search section can be selected either from a provided list or by keying in a partial or full name in a free text box provided. ○ Search criteria can be for a partial description search. I.e.: If 'travel' is keyed in the Travel Agent maintenance screen, all Agents with name containing word 'Travel' would be displayed
2 ➔ Search	○ System populates this grid with the relevant records depending on the

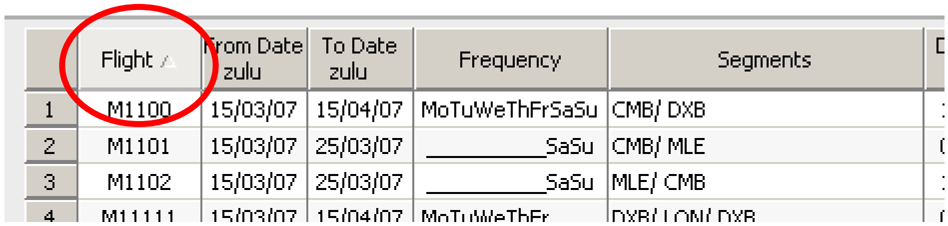
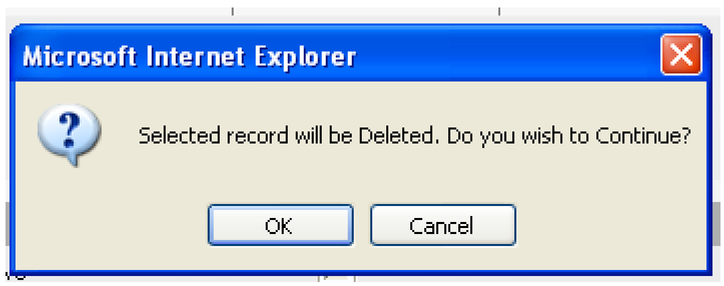
<table>
<tr><td>results grid</td><td>search criteria. Search criteria will be displayed on top. If the search criteria are not entered, all the records will be displayed.
○ User must select a record on the grid by placing the cursor and clicking and information will be transferred to the input section.
○ Data will be displayed by the key field order.
○ If User is allowed to sort by a column in the grid, when the cursor is placed over the grid column it will be displayed in a lighter shade and mouse pointer will be changed to a hand.</td></tr>
<tr><td colspan="2">

Figure 4.</td></tr>
<tr><td>3 ➔ Search</td><td>○ User can press “Search” button with or without field values selected/entered.
OR
○ User can press the “Search” button without selecting search criteria
○ In both instances the relevant search screen will be displayed.</td></tr>
<tr><td>4 ➔ Grid Page Navigation</td><td>○ User can use the grid navigation facility provided at the bottom of the grid list to move between pages or to display a specific record number.
○ All data grids are displayed with paging. In the navigation tool starting record number/last record number of the current page and total number of results as per the search will be displayed.


Figure 5.
○ User can press back arrow to display the previous page data. Forward arrow will display the next page data. Or User can key in the record number and press ‘Go’ to start showing from that record onwards.</td></tr>
<tr><td>5 ➔ Add</td><td>○ This button will clear the detail data values in the ‘Input section’ (section 8) and allow the user to enter a new set of data on the screen.</td></tr>
<tr><td>6 ➔ Edit</td><td>○ This button will enable data to be edited. Data that can be edited differs from screen to screen. Key information, which is utilized to uniquely identify a record in the application, can never be edited. Detail of the</td></tr>
</table>

	selected record will be displayed in section 8 area. ○ User must first select the required record to be edited by selecting a record from the grid displayed on the screen. The record will be populated to the ‘input section’ of the UI. ○ Press ‘**Edit**’ Button
7➔ Delete	○ User must first select the required record to be deleted by selecting a record from the grid displayed on the screen. Detail of the selected record will be displayed in section 8 area. ○ This button will delete data from the database provided that there are no dependency data. System will display the following prompt for user confirmation prior to deleting the data.  **Figure 6.** ○ If user presses “**OK**” then System will continue with the delete operation. If user presses “**Cancel**” the system will discontinue the delete operation. ○ System will display the status of the delete on the status bar (“**Record successfully deleted”**) or an error message (”**TAIR-00070: Can not delete record as child records exist as reference.”**) if the delete failed. If the data to be deleted is used in any other transaction, the system will abandon the delete operation and display an error message.

8 ➔ Input Section	○ This section can be used to:
	  ○ Display the details when a record is selected from the grid
	  ○ To add a new record press ‘**Add**’ and input section will be cleared
	  ○ To edit an existing record, after selecting the record from grid, click on ‘**Add**’ button and input section will be enabled

9 ➔ Close	○ This button will close the current page and will take user to the menu page
10 ➔ Reset Button	○ This button will clear data values, which have already been entered/selected into data entry fields (i.e. text boxes, combo boxes, option buttons, tick boxes etc) and allow a new set of data to be

	entered/selected into those fields by the user. ○ Pressing Reset button also resets values on fields to their default values.
11 ➔ Save	○ This button will save newly entered or edited data into the database. ○ If the record is added successfully the system will display the message 'Record (s) saved successfully' on the status bar and in alert message. ○ If the save operation has failed the error message 'Operation failed' or 'Record(s) not successfully saved" will be displayed on the status bar.
➔ Back Button	○ This button will take the user to the immediate previous page from the current page ○ If the user was up one level from the Main Screen, '**Back**' button will not be available
12➔ Status Bar	○ All error messages will be displayed in the 'Status Bar' section

- In the Administration Module, a User is allowed to open up to 5 function pages. Each page would be opened as a tab page and User is allowed to move between tabs. However, User should be aware that the data created in one tab would not be made available to another tab automatically.

  User is required to carry out a search of loading of the page again to refresh the data lists and get the latest additions/changes etc.

3.3. Move Box and Arrows

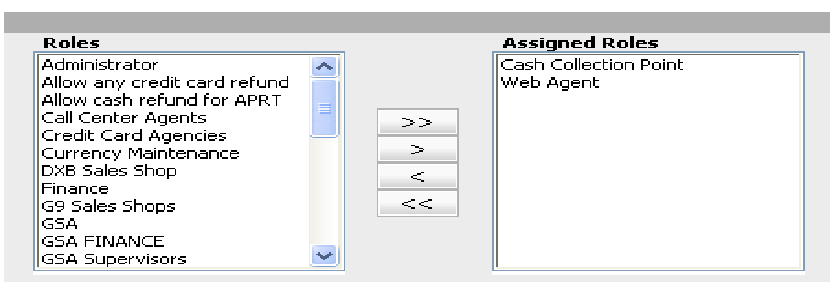


Figure 7.

- The items, which need to be selected, will be listed in the left hand mover box. The items that have been selected by the user will be listed on the right hand mover box.
- When an item is selected from the Left Mover Box and the "**>**" button is pressed the selected item will be removed from the Left Mover Box and added to the Right Mover Box.
- When the "**>>**" button is pressed all the items will be removed from the Left Mover Box and added to the Right Mover Box.

- To deselect an item, which has been selected into the Right Mover Box, the user will have to select the item to be deselected from the Right Mover Box and press on the "<" button. This will remove the selected item from the Right Mover Box and add it back to the Left Mover Box.
- To deselect all items the user should press the "<<" button.

3.4. Calendar Button

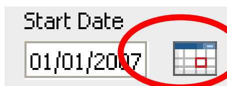


Figure 8.

- To display the calendar, the user must press on the Calendar Control button found next to Date entry fields.
- On pressing the control button the calendar screen will popup. (Figure 11)

Figure 9.

- The user can change the date. To select a month, the user can select the required month from the drop down list.

- To select a year, the user can select the required year from the drop down list. The calendar spans 10 years back, starting from current year and 10 years forward.

- Pressing on a date will close the calendar popup and display the selected date on the Date field.

3.5. Date Ranges

- As default system would display the system date as 'Start Date' and one month ahead or 1 day ahead date as the 'Stop Date'/'End Date'.
- In certain screens, user is allowed to change the date range by one month ahead or one month prior by clicking on the up/down arrow keys.

Figure 10.

3.6. Common Error Messages

The errors discussed below are the most common error messages, which will be displayed in screens.

Record already exists

- A **'TAIR-70108: xxxxx ID Already exist'** message will be displayed if the user tries to enter a duplicate record.

Record saved successfully

- If the save operation has been successful, this message will be displayed in the status bar, **"Save/Update operation is successful"**

Record deleted successfully

- If the delete operation has been successful, this message will be displayed **"Record successfully deleted"** in the status bar.

Date and Time format

If the user has entered the date in a wrong format the system will display the error **"Invalid Date Format"** in the status bar and cursor will be locked.

The correct format is (dd/mm/yyyy)'.

User can enter date as dd/mm/yy, dd/mm, ddmmyy and ddmm and system will fill the missing attributes.

If the user has entered the time in a wrong format the system will display the error **"Invalid Time"** in the status bar and cursor will be locked.

User can enter time as hhmm or hh:mm

Past Date

In some data entry screens the user will not be allowed to enter/select a date, which is in the past (lower than the current system date).

Start date - End/Stop date validation

When a Start date and End/Stop date has to be entered to the system, the user should keep in mind to enter a value for the start date, which is before the value for the end/stop date entered. If the user enters a Start Date > End/Stop Date the system will display the error message '**Stop Date cannot be Less than or equals to Start Date'**

Time out

If the User has left the screen idle for a long period of time (idle time is an application parameter i.e.: 20 minutes) before pressing a button, system will close all the open pages and will display the log in screen.

Changes will be lost

If the user presses Add button or Close button after **'Edit'** button is pressed and without saving, system will display the message "Changes will be lost" and if you would like to continue.

3.7. Status

If the 'Active' check box is checked, the record is 'Active' and would be displayed in all lists throughout the System.

If a code is redundant, it is not possible to delete it from the system after defining dependant data using the value. Therefore, user can uncheck the 'Active' check box to make the record 'Inactive'. These records would be excluded in the data lists.

3.8. Log in

Figure 11.

Functionality	**All users must have a valid, active User id and a password to log into the system. User ID and Password are validated on entry.** **For the entered User ID, depending on the designated privileges, access and functionality would be controlled.**
Steps	▪ Enter User ID -> Click Tab ▪ Enter Password -> Press **Enter** Or mouse click '**Login**' button By pressing '**Close**' can close the sign in screen and return to the browser.
Validation	Valid User id and password combination Active User id User linked to an active Agent profile If any of above failed, an error message displayed and user is stopped from logging in.

3.9. Menu Bar

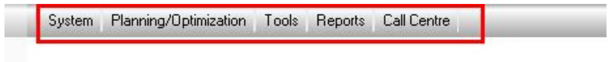


Figure 12.

When a User log into the system successfully, home page of the Administration module is displayed with the menu bar showing the functions user is authorized to access.

3.10. Sub Menus

On clicking any of the Menu options on the menu bar the sub-menus' can be displayed. Further selection is possible by clicking on any of the items on the sub menu. If there is a further, level of cascading menus, it is visible by an arrow at the end of the menu option.

Figure 13.

If the sub menu is displayed unnecessarily, click on the menu bar to hide the sub menu.

3.11. Airline Configurations/System Parameters

Most of the System functionalities are enabled based on the Airline level parameter settings.

These parameters are used in AccelAero to:

- Enable/disable functionalities
- Implement Time Limit restrictions
- Define as Default values

Refer System Parameters document for usage and behaviour of each parameter.

4. MASTER DATA MAINTENANCE

4.1. Currency

Search

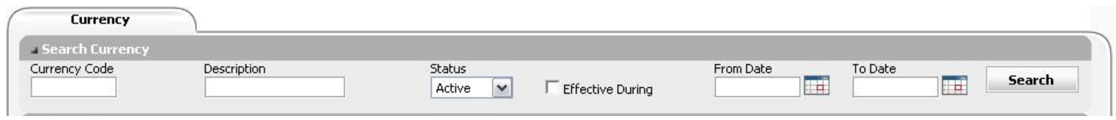


Figure 14.

Currency Details

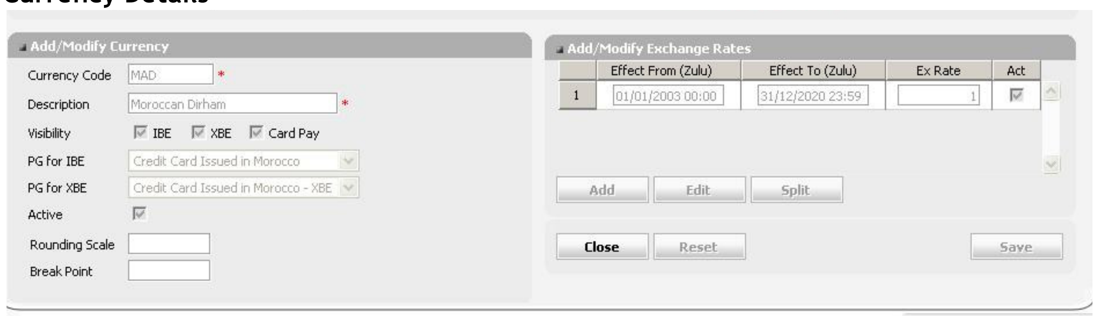
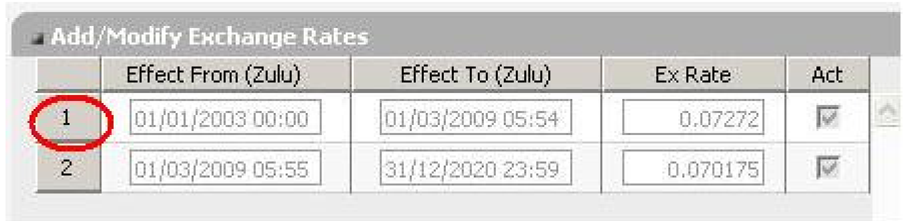


Figure 15.

Functionality	To add/edit and delete currencies and to manage following controls: ○ Define conversion rates periodically ○ Define currency visibility for various booking modules ○ Define if a Payment Gateway (PGW) is linked to the currency and if so, PGW linked to each module ○ Define currency rounding Rules (If enabled for the airline)
Pre-Condition(s)	The base currency should be defined in the application parameter as part of the system configuration. If any PGW to be used, these should be configured
Steps	Add new Currency code ▪ Click on ‘**Add**’ button and enter required details Note: This may not be required as all standard currency codes would be uploaded as ‘Inactive’ at the time of system setting. Airline could activate currencies as and when required from the UI. View existing Details ▪ Enter search criteria and click on ‘**Search**’ to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on ‘**Edit**’ button to edit the record ▪ Already active rate cannot be edited. Already effective rate can be split and modified ▪ To change an existing rate that would be effective in the future, click on the rate (area marked in red circle) and click ‘Edit’ in the rate

	details section ▪ To change an existing rate that is already effective, click on the rate (area marked in red circle) and click 'split' in the rate details section  **Figure 16.** Delete a Currency ▪ Select the record on grid and Click on '**Delete**' button

Special Notes on Usage	Exchange Rate
	▪ Exchange rate of all other Currency should be defined against the base Currency as value of 1 unit
	▪ i.e.: Base Currency = USD,
	If 1USD=11o LKR, then LKR exchange rate should be defined as .0095
	Effective From/To
	▪ Rate effective period. New rate cannot be defined for past date/time.
	▪ Date/Time should be defined in GMT (Zulu)
	▪ Already defined rate can be made inactive by un-checking the 'Act' at rate level
	Visibility
	○ Visibility is to define the booking channel visibility. A currency visibility could be given to XBE and/or IBE
	○ A currency made available in a booking module when all following conditions are met:
	  ○ Currency is active
	  ○ Channel Visibility defined
	  ○ Effective conversion/Exchange Rate defined
	  ○ Effective conversion rate is active
	
	○ When a Current is made visible/invisible to reservation modules, and if the currency and airport lists are not dynamically displayed in the airline web site, value list needs to be updated by the home page maintenance team.
	
	Currency Rounding
	○ User can define a currency rounding rules for each currency. Rules would allow to define a round up or down
	○ For each currency rules can be set with the rounding scale and break point parameters:
	  ○ Rounding Scale - This is the unit of measure used in rounding. Ie: if defined as 10, all values would be rounded up/down to next 10 units
	  ○ Break point - This is the round up or down boundary.
	Card Pay
	○ Payment Gateway enabled currencies would be marked as 'Card Pay'
	○ Update of this parameter value is enabled only to systems maintenance support

	Payment Gateway ○ PG for IBE – link the pre-defined PGW for Internet Booking Engine Module (IBE) ○ PG for XBE – link the pre-defined PGW for Agents/Call Centre Module (XBE)
Validation	Common validation(s)

4.2. Country

Country Details

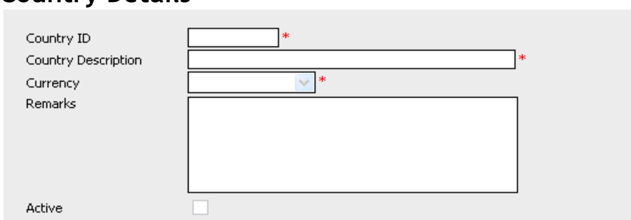


Figure 17.

Functionality	To add/edit and delete Countries.
Pre-Condition(s)	Currency codes should be defined in the system. List of Regions should be pre-defined as system values in the system. Region grouping is used in MIS analysis.
Steps	Add new Country code ▪ Click on '**Add**' button and enter required details Note: This may not be required most of the time as all standard country codes would be uploaded as 'Inactive' at the time of system setting. Airline could activate countries as and when required from the UI. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button.
Validation	Common validation(s)

4.3. Territory

Territory Details

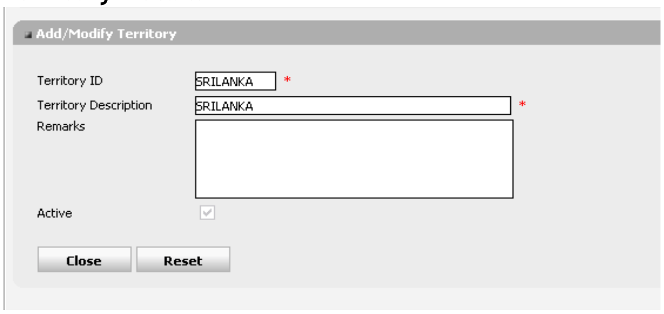


Figure 18.

Functionality	To add/edit and delete Territories.
Pre-Condition(s)	None
Steps	Add new Territory code ▪ Click on **'Add'** button and enter required details View existing Details ▪ When there are records, initial page load or after an update, existing data will be retrieved. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on **'Delete'** button.
Special Notes on Usage	Multiple Countries can belong to a Territory. Link between country and Territory is built when a station is created. Each General Sales Agent (GSA) should be assigned to a Territory.
Validation	Common validation(s)

4.4. Station

Add/Edit Station

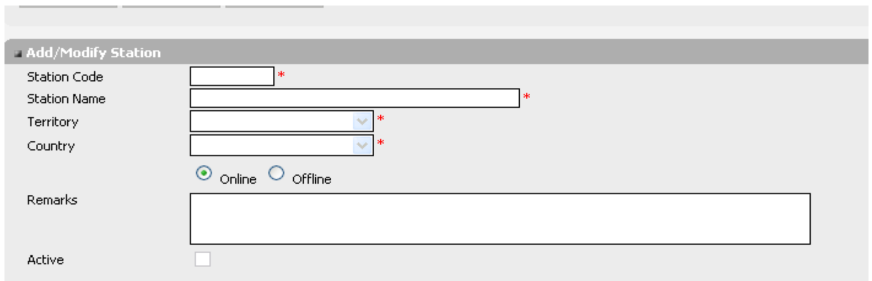


Figure 19.

Functionality	To add/edit and delete Stations. This is the place country, Region, Territory, Station hierarchy is built.
Pre-Condition(s)	Country & Territory should be defined in the system.
Steps	Add new Territory code ▪ Click on **'Add'** button and enter required details View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete'** button.
Special Notes on Usage	Each Agent must be assigned to a Station. In the next step, when an airport is created, user should identify the station it is linked to. Through this link, System decides on the local time zone of each Agent and date & time calculations are carried out based on this.
Validation	Common validation(s)

4.5. Airport

Airport Details

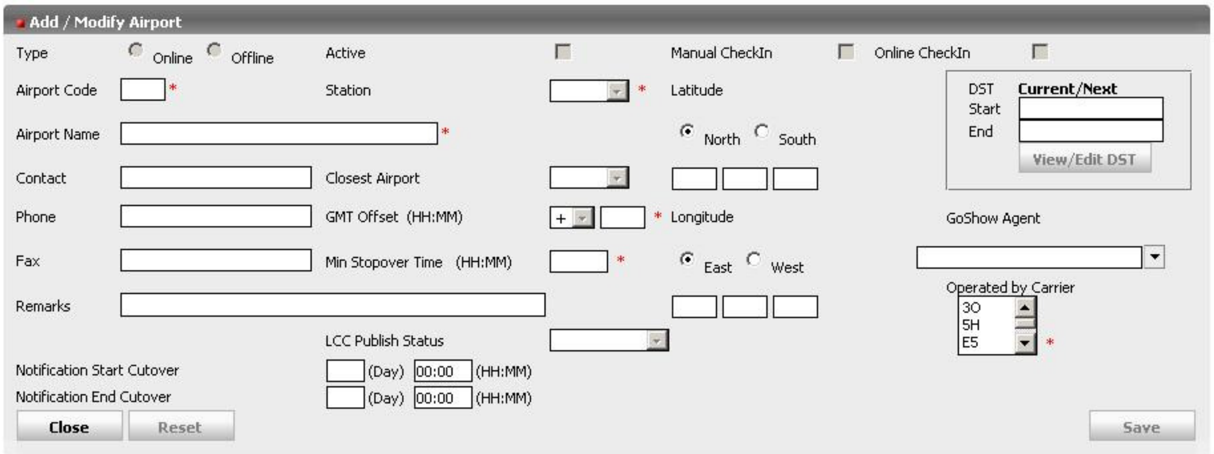


Figure 20.

Functionality	To add/edit and delete Airports and to maintain Day Light Saving (DST) of an Airport. When a Airport and Station are linked up, time zone for a country, station, Agent and user is identified.
Pre-Condition(s)	Stations should be defined in the system.
Steps	Add new Airport code ▪ Click on ‘**Add**’ button and enter required details View existing Details ▪ Enter search criteria and click on ‘**Search**’ to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on ‘**Edit**’ button to edit the record. Delete records ▪ Select the record on the grid and click on ‘**Delete**’ button. Online / Offline ▪ Airports that the Airline is flying should be defined as ‘Online’. Schedules and Flights can be created for ‘online’ airports only. GMT Offset ▪ GMT Offset of each Airport should be defined. System calculates the local departure/arrival times for an airport based on the GMT Offset. ▪ The same GMT offset is used to calculate local time for Users (through the station linked to the Agent) Min. Stopover Time ▪ Default Minimum stopover time is defaulted from the airline level parameters. User is allowed to override the minimum stop over time for each airport but it could not be less than the airline wise minimum defined in application parameter. ▪ This is used in multi leg schedules to cross validate the minimum stop over requirements.

	View/Edit DST ▪ User can define all future Day Light Saving (DST) details for each airport. In the main screen, current effective or next effective DST details will be displayed. User can click on '**View/Edit DST**' button to add/roll back or modify an existing future DST. Go-show Agent ▪ User can select the Agent that all GOSHOW bookings at the airport should be updated against. ▪ At the time of Go-show booking creation, system would deduct on account from the specified agent. Visibility ▪ User can define if an Airport should be displayed from IBE & XBE LCC Publish/Publish Status ▪ For airlines connected with other AccelAero airlines to sell interline through low cost connect (LCC), additional parameters would be enabled to specify if the airports to LCC should be published. When changes are done to an airport, system will facilitate re-publish. Operated by Carrier ▪ This is also applicable for LCC connected airlines. ▪ In-case if there is an blocked space allocation in the system for another airline, this airline data would not be published to LCC Notification Start Cut Over/End Cut Over ▪ In case if a any remainders on ancillary services, check in options etc for an airport, these parameters can be defined to specify number of hours before to send the notification to client as an email and when to stop. ▪ This scheduler to be enabled only on request. Manual Check In/Online Check In ▪ If Manual Check in is selected, a manual check in function in AccelAero is enabled. This check in is a simple function to specify checked in, no-show and go show without any other DCS related processing. ▪ For airports with Online Check in is enabled, check in remainders are sent as per above notification configurations.
Special Notes on Usage	▪ If a dummy or temporary station is created for any internal usage, a dummy airport also must be created as 'Offline' in order to get the GMT offset across. ▪ Before adding DST details, Airport must be created and saved in the System. ▪ In the 'Input section' of the Airport UI, system displays the current active or future active DST details. ▪ User can click on '**View/Edit DST**' button and view all DST information. Note: For LCC connected airlines, in LCC administration also DST details will be retained, however, that would be for information only. When interline bookings are made, LCC would look into each airline.

Validation	Common validation(s)

4.6. View/Edit DST

Airport DST Details

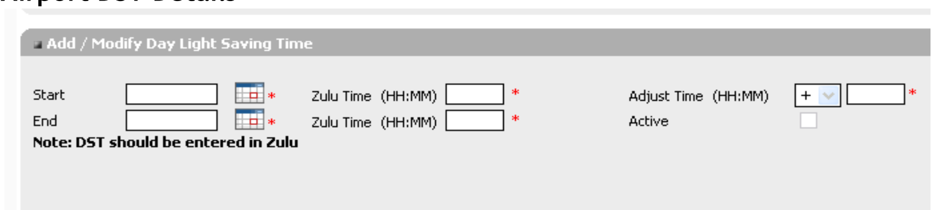


Figure 21.

Functionality	**To add/edit/delete an Airport or to Add/Edit or Disable and Roll Back Day Light Saving (DST) of an Airport.**
Pre-Condition(s)	Airport details need to be save first.
Steps	View existing Details ▪ If any existing DST details for the Airport, these displayed in the grid. Change Details of an Existing record ▪ If the DST already expired, not allowed to change ▪ If the DST is for Future Date range, and if User wishes to change the adjustment time or extend/reduce date or time, User is allowed to **'Edit'** ▪ If the DST is for Future Date range, and if User wishes to remove the DST entry, User is allowed to **'Disable/Roll Back'**.
Special Notes on Usage	▪ Day Light saving information should be defined as per GMT (Zulu) time. ▪ When a DST is defined, if there are any Schedules or Flights departing/Arriving at the Airport, System re-calculates the local departure or arrival time for the airport accordingly. ▪ When a DST is disabled/Rolled back, if there are any existing Schedules or Flights for the airport/city, system re-calculates the local departure/arrival times. ▪ When re-scheduling is carried out, System facilitate in sending an email and/or alerts to the alert queue.
Validation	Common validation(s)

4.7. Aircraft Model

Aircraft Model Details

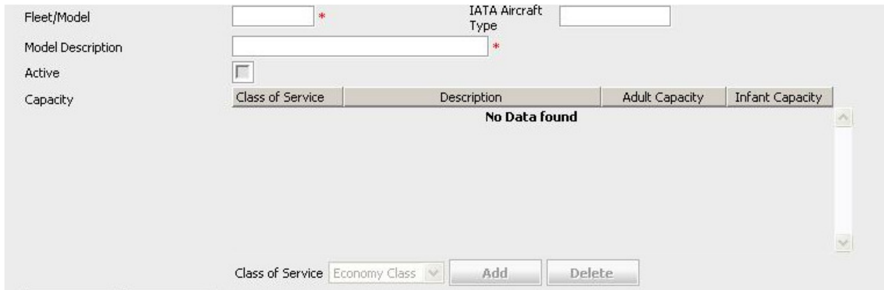


Figure 22.

Functionality	To add/edit/delete an Aircraft Model.
Pre-Condition(s)	Class of Service (COS) operated by the Airline should have been identified during the initial installation. Note: If the Airline plans to operate more than one COS in at least in one route, initial configuration should include these classes as well. Default COS should be identified in the initial configuration.
Steps	Add new Aircraft Model ▪ Click on '**Add**' button and enter required details View existing Details ▪ A full list of all existing Aircraft Models displayed in the Grid. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button.
Special Notes on Usage	When an Aircraft model is added, COS that aircraft would be operated should be defined. If a configuration of a route to be changed, it is advisable to add a new Aircraft Model. System uses the Aircraft COS and seat configuration as the inventory capacity for Schedules and Flights.
Validation	Common validation(s) ▪ System would not allow changing COS configuration once an Aircraft Model is defined as this would have an impact on past schedules and Flights. ▪ When capacity of an Aircraft Model is changed (increased/decreased) system validate all existing Schedules and Flights where the Aircraft Model is used and if any Flight with booked number of seats > new configuration seats, user would not be allowed to change the Aircraft configuration. ▪ When GDS enabled for an Airline, IATA Air craft Type needs to be defined.

4.8. SITA Address

SITA Address Details

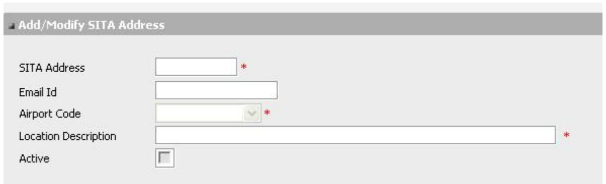


Figure 23.

Functionality	To add/edit/delete SITA and email addresses for Airports to send PNL/ADL message to DCS or any other specific emails. For multi carrier operated or blocked space operated airlines, it is possible to specify different email/SITA addresses for the same airport by carrier wise.
Pre-Condition(s)	Airports should be defined in the system. Operated carriers should be defined in the system.
Steps	Add new SITA or Email Address ▪ Click on **'Add'** button and enter required details SITA address and/or email address could be keyed in. View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. SITA Address/Email Address ▪ For any airports, where PNL/ADL are to be sent via SITA communication and to a SITA address, you can specify the SITA address ▪ For one airport, there could be one or many SITA addresses and/or email address ▪ For an airport without SITA connectivity or if an copy to be sent to a supervisor, email address could be used Carrier ▪ This is if an airport is serviced by more than one carrier (ie: other carriers are blocked space airlines), and if the PNL/ADL for each carrier to be sent to different SITA/Email addresses, user could differentiate this by Carrier.
Validation	Common screen validation(s) New record could be added for a SITA or for an Email address. For airlines without SITA messages, only the email address could be entered.

4.9. Hub Details

Hub Parameters

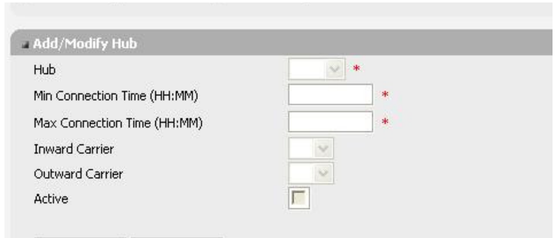


Figure 24.

Functionality	To add/edit/delete hubs (own or interlined) with the connection details. In this definition, it is possible to define connection times based on connecting carriers as well.
Pre-Condition(s)	Airports should be defined in the system. If any interline agreements with other carriers, these should be defined.
Steps	Add new Hub ▪ Click on **'Add'** button and enter required details View existing Details ▪ Enter search criteria and click on **'Search'** to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on **'Edit'** button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button.
Special notes on Usage	▪ When interline agreements are in place for blocked space, if needed different connection times could be defined carrier wise. ▪ If there is no differentiation and if same connection requirements for all hubs and carriers, parameters can be defined with hub details only.
Validation	Common screen validation(s)

4.10. Route Details

Search

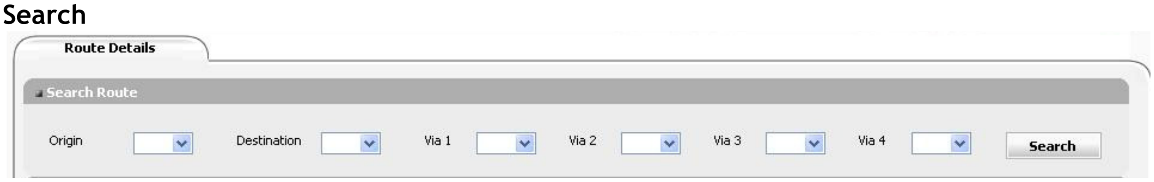


Figure 25.

Add/Edit Routes

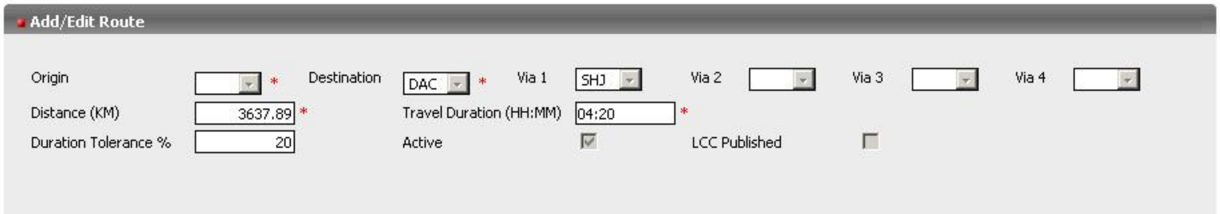


Figure 26.

Functionality	To add/edit/delete routes that would be used for: • All Flight Routes used to define schedules and Flights (For cross validation purposes) • Connection routes that are allowed to be sold as a though fare booking from reservation modules
Pre-Condition(s)	Airports (active and online) should be defined in the system. Prior to defining connection routes, individual leg routes should be defined.
Steps	Add new Route ▪ Click on '**Add**' button and enter required details View existing Details ▪ Enter search criteria and click on 'Search' to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button.
Special notes on Usage	Routes for Schedules/Flights: ○ This information is referred by the schedules and Flights when a leg is defined. System checks if the defined travel duration is within the estimated travel duration. Distance (in KM) is used by the system to calculate Available Seat Kilometres (ASK) for schedules and Flights. Connection Routes for Sales: • Airline admin can define and control which Connection routes would be allowed from booking channels as a direct search These connection routes can be defined for direct routes, stop over routes, connections via the own hubs as well as any connections via any of the interlined airline hubs. • Note: Distance & duration for these connection routes are not used anywhere at present. • • If there are multiple hubs, then every time a route is created system would automatically create all connections possible via the hub for existing routes LCC Published ▪ This to indicate if route is published to LCC.
Validation	Common screen validation(s)

4.11. Seat Charges

Search

Figure 27.

Add/Edit Seat Charge Templates

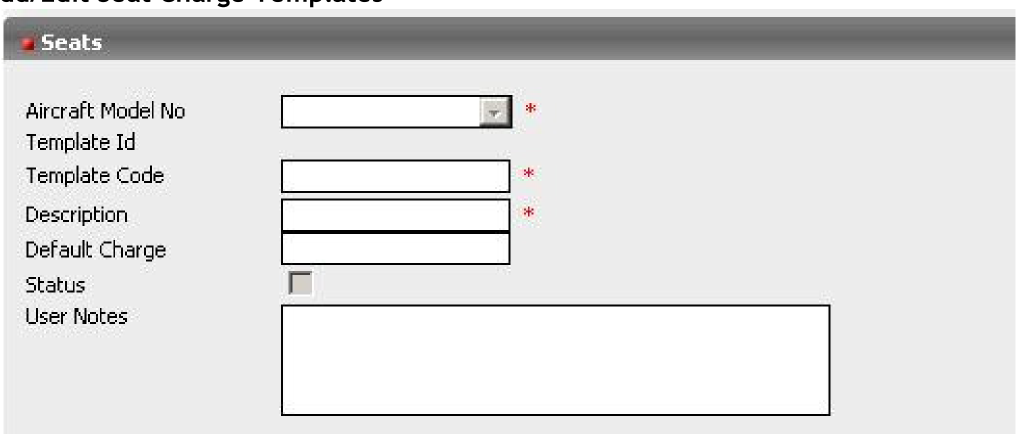


Figure 28.

Functionality	To add/edit/delete Seat charge templates for various aircraft models. For one aircraft model, it is possible to define multiple
Pre-Condition(s)	Seat template for each new aircraft with configurations must be set up by system support. Airline needs to provide the seat configurations with infant seat and exit rules.
Steps	Add new Template ▪ Click on '**Add**' button and enter required details ▪ First save the template header and then click on the header record in the grid and click on "Edit" and "Seat Map" buttons to view and edit map details. View existing Details ▪ Enter search criteria and click on 'Search' to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. Update Map Details

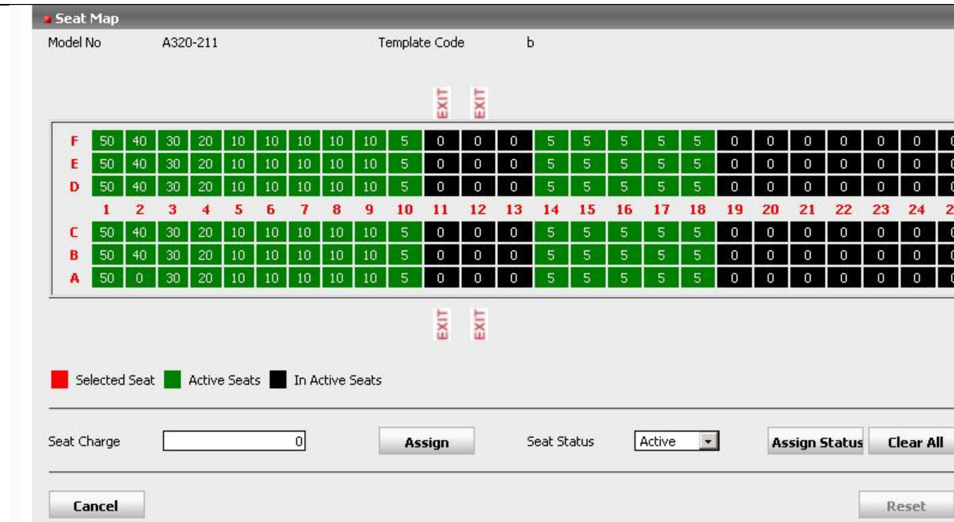
<table>
<tr>
<td></td>
<td>


Figure 29.

All seats that are to be blocked from reservation systems can be clicked and status to be set as “In-Active”. Once a status change is applied, click on ‘Assign Status” to apply the status to selected seats. These In-Active seats are displayed in black colour.
To define special prices if seats selection is not FOC, then select the required seats and enter charge and click on “Assign”.
Once all changes are done, click on “Confirm” to update the template.

</td>
</tr>
<tr>
<td>Special notes on Usage</td>
<td>Seat Templates:

One template could be linked to one or many schedules/flights. If a master template is changed, then these details would be updated to all flights where this template is linked except for the sold seats in each flight.

</td>
</tr>
<tr>
<td>Validation</td>
<td>Common screen validation(s)</td>
</tr>
</table>

4.12. Meals

Search

Figure 30.

Add/Edit Meals

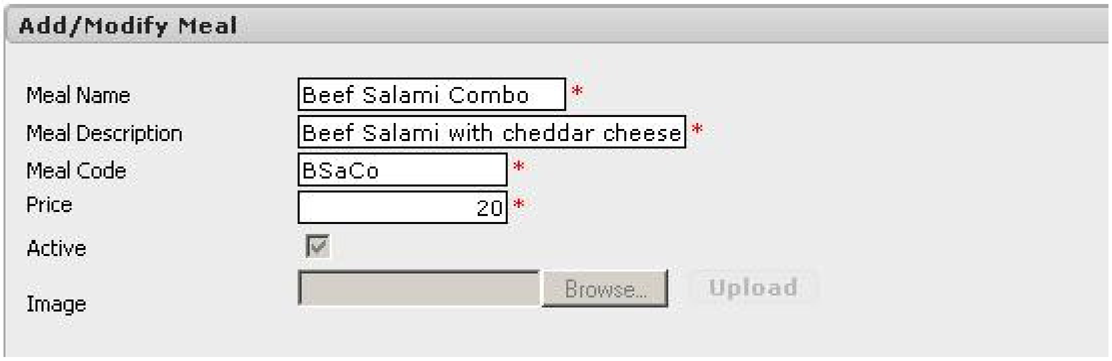


Figure 31.

Functionality	To add/edit/delete meal details. Once these meals are defined, they could be grouped together as a menu under “Meal Template” function.
Pre-Condition(s)	Meal images to be pre-defined and installed into a location that could be accessed to upload.
Steps	Add new Meal ▪ Click on ‘**Add**’ button and enter required details View existing Details ▪ Enter search criteria and click on ‘Search’ to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on ‘**Edit**’ button to edit the record. Delete records ▪ Select the record on the grid and click on ‘**Delete**’ button. Meal name & Description could be entered in other supported languages once a meal is keyed in. ▪ Once a meal is added, click on the meal again and select “Add Description for Meal” ▪ This will open a pop up window and it will show the enabled languages. By default, English name and description will be copied to other languages also. ▪ Select the language to change on right hand side list and press select key “<” to get the details into input area and once done, click on move button “>” to update the change. ▪ Press save once all languages are updated like this.
Special notes on Usage	
Validation	Common screen validation(s)

4.13. Meal Templates

Add/Edit Meal Templates

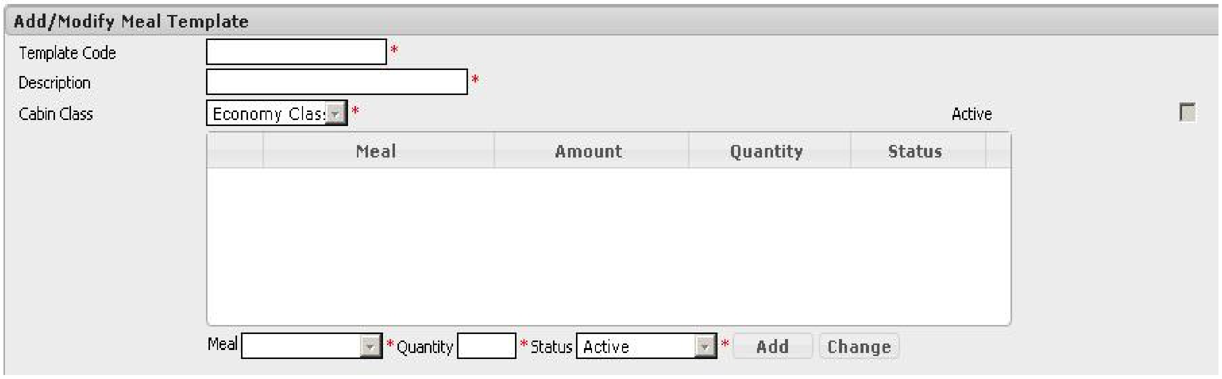


Figure 32.

Functionality	To add/edit/delete meal templates/Menu's. This function could be used to group a set of meals that are to be served on a flight/route.
Pre-Condition(s)	Meals to be pre-defined.
Steps	Add new Meal Template ▪ Click on **'Add'** button and enter required details View existing Details ▪ Enter search criteria and click on 'Search' to retrieve the records. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. Quality Control ▪ Number of meal restriction in a template/menu is not available.
Special notes on Usage	
Validation	Common screen validation(s)

5. SECURITY DATA MAINTENANCE

5.1. User Role

Search

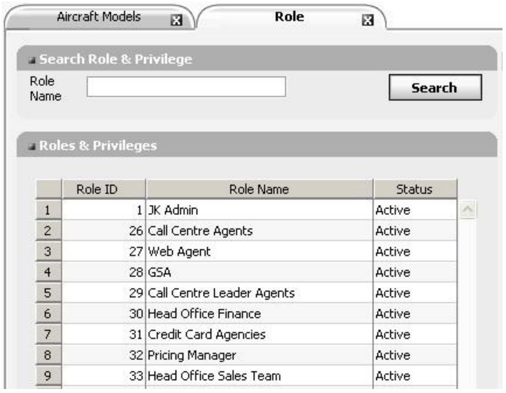


Figure 33.

Role Add/Edit

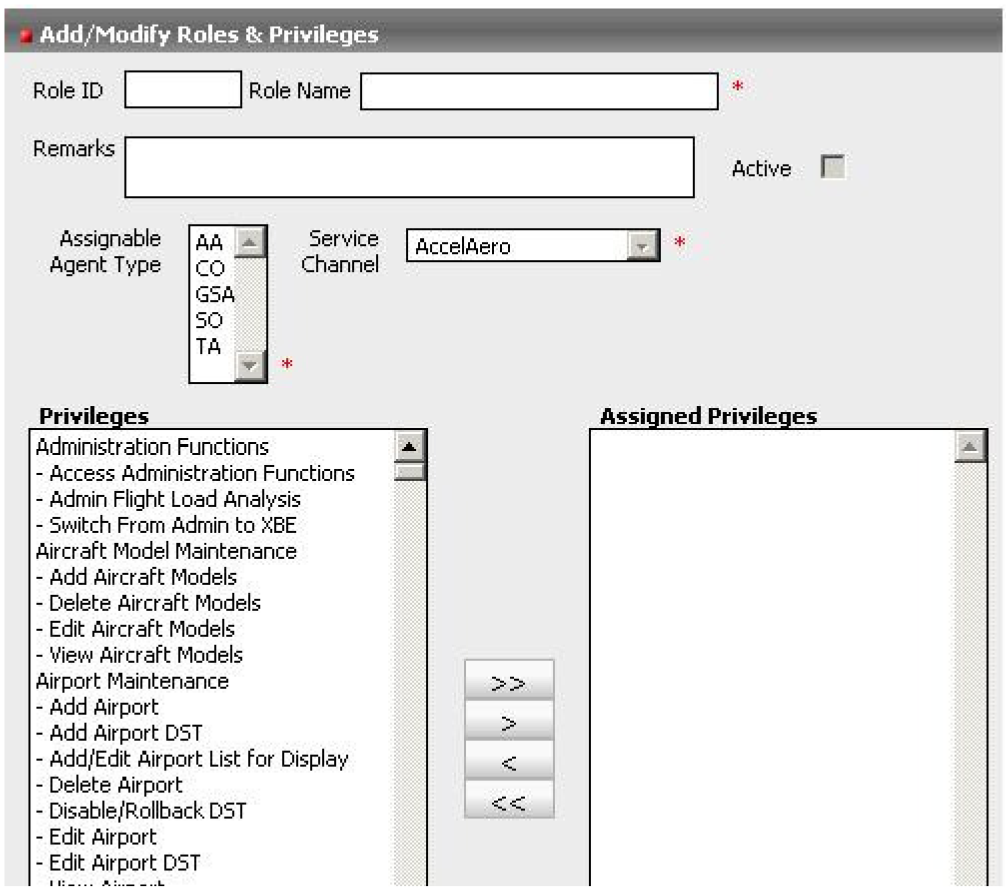


Figure 34.

Functionality	To add/edit/delete Roles for different user groups to control access to functionalities and actions. Also, if an Airline wishes to delegate user creation control to GSA or Agent

	users, it is possible for Airline to control which roles should be made visible to GSA and Agent type users and which should be assignable to each Agency type. As system security is implemented based on the roles assigned to each individual user, it is very important that all required roles created in the system with right combination of privileges. For Airlines using AccelAero Holidays system, there will be additional definition as to role belonging to service channel.
Pre-Condition(s)	During the implementation, AccelAero team would review the privileges with the Airline to identify which functionality would be used and based on this activating of privileges would take place. Any new privileges introduced through new requirements would be maintained and added to the system by the support team.
Steps	Add new Role ▪ Click on **'Add'** button and enter required details View existing Details ▪ Enter search criteria and click on '**Search'** to retrieve the records. ▪ Search criteria can be entered for a partial description search. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. Copy and create a new Role ▪ Select the record on the grid and click on '**Copy**' button. Assigning Privileges to a Role ▪ Select the required privilege from the 'Privileges' list and click on the 'Forward Arrow' key (i.e.: >). Selected Privileges would be moved to the "Assigned Privileges" List ▪ To assign multiple privileges at a time, after selecting the 1st privilege, click on the 'Ctrl' button in the key board and continue selecting required privileges and at the end click on > button to assign ▪ When creating a Super user with all the privileges, click on 'forward double arrow keys' to assign all privileges (i.e.: >>) ▪ To remove all privileges from an existing Role click on 'reverse double arrow keys' (i.e.: <<) Visible Agent Type ▪ This multi selection can be used to define the role visibility for different Agent types. Assignable Agent Type ▪ This multi selection can be used to define the role assignability to various agent types Based on role visibility and assign ability, if user creation is enabled for any agent users, they would be able to assign only visible and assignable roles. Service Channel

	▪ For Airlines using AccelAero Holidays, there will be an additional definition as “Service Channel”. ▪ All Holidays system related privileges will belong to “Holidays” service channel and if an AccelAero administration user is allowed to manage Holidays system role, then it needs to be defined with service channel as “AccelAero and Holidays”.
Special notes on Usage	▪ Privilege granting option can be made available to another level of users by clicking on the “Visibility” flag. ▪ When a User with ‘Create Users’ privilege log in, they would be allowed to create user profiles and grant roles with ‘Visibility’ flag checked on. ▪ When privileges of an existing role is changed, changes will be applied only when the user log into the system again. ▪ Refer the privilege document provided to you by the implementation team for details of available privileges. ▪ When a new privilege is created, support team would inform of the new functionality availability. ▪ When assigning privileges to a role, if a privilege is defined as dependant or linked to another, these privileges also would be assigned automatically. ▪ When assigning privileges to roles, based on the needs, privileges can be assigned. For an example: o If a User is allowed to view Currency Exchange details but not to Add/Edit/Delete, out of the Currency Maintenance privileges, only the ‘View Currency’ should be granted ▪ Notes: o Roles should be created and managed by airline users. However, there are several system provided roles that would be used for support, scheduler jobs, web service integrations and security. o Some privileges are not enabled to be assigned to any user. These privileges could be controlled by System user only.
Validation	Common screen validation(s)

5.2. User Profile

This function is made available from Agents/Call Centre Application menu “Admin Agents”

Search

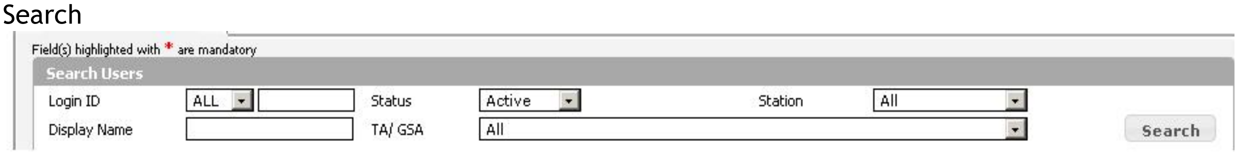


Figure 31

User Add/Edit

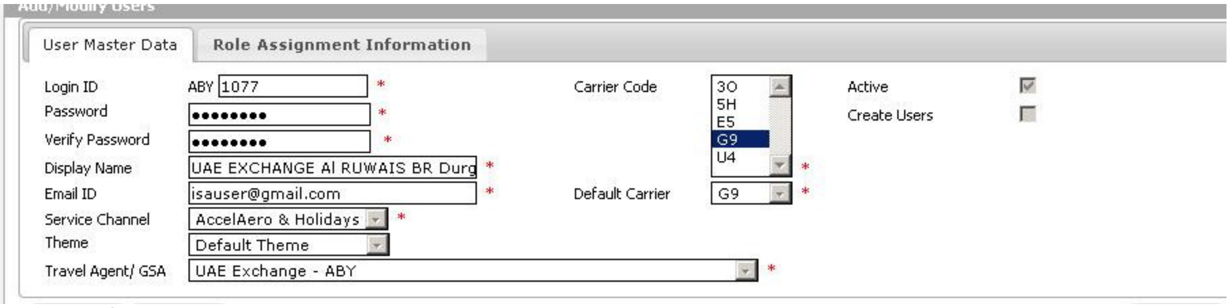


Figure 35.

Functionality	To add/edit/delete Users that include functionality such as: ○ Assign user administration functionality to Agent users. This would include granting rights to create more administration users or to create operational users for all agents, own agency and/or reporting agencies ○ Assign roles ○ Reset passwords ○ Adding notes
Pre-Condition(s)	Required Roles should be available with appropriate visible and assignable definitions Required Agent Profiles should be available System provided roles such as "user administration" should be available For an airline with seamless dry sales enabled: - Data replication across hubs should be enabled - As some airlines may want to disable certain functionality used by a dry log in user, these needs to be pre-defined as Inclusion/Exclusion roles for each airline (System support team will manage this)
Steps	Add new User ▪ Click on '**Add**' button and enter required details View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records. ▪ Search criteria can be entered for a partial description search. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. Reset Password ▪ When a user forget password, it needs to be re-set by an administrative user ▪ Depending on user assigned roles, user could be allowed to reset any, own and/or reporting agent Passwords Add Notes ▪ Facility is available to add any notes for an user using "Add Notes" ▪ Existing Notes can be viewed by clicking "View Notes" Password Validation ▪ Passwords must be defined as per the rules ▪ Lengths between 8 and 12 alphanumeric characters ▪ Must contain at least 3 letters and 3 digits e.g. ABC3y50N, 0123XYZ4

	▪ Password is case sensitive i.e. A is not the same as a
	
	User Creation
	▪ User creation rights could be assigned to an agent users as:
	  o Create 'Administration user' – This user would be allowed to create more users with rights to pass down user creation rights
	  o Create 'Operational user' – This user would be allowed to create non-administrative users
	
	▪ When an Administrative or operational user is created, based on following, level of user
	  o Airline Users - Create users for any agent profile, own Agency only
	  o GSA Users - Create users for own Agency only and/or for reporting Agencies
	  o Agency Users - Create users for own Agency only
	
	▪ Based on above user creation options, system would automatically assign the appropriate user creation security roles
	
	Role Assignment
	▪ Role assignment for a secondary level user administrator could be made 'auto' by not allowing the privilege to select roles. In this case, system will not allow user to select which roles to be assigned. Instead system will automatically assign the visible and assignable roles to user profile
	▪ For a user with the privilege to select and assign roles, list of roles displayed would be filtered as per the visibility and assignability
	▪ If there are any "Inclusion"/"Exclusion" roles pre-defined for a group of airlines doing seamless dry sales, system will assign these roles to a user automatically
	
	Carrier Access
	▪ Allowed Carriers – In a multi airline environment, for an Administrator user, 'Allowed Carrier/s' should be defined.
	▪ Based on access rights, carrier wise access is restricted in following screens:
	  o Flight Schedule Management
	  o Flight Management
	  o Seat Allocation
	  o Seat Optimisation
	Default Carrier
	▪ Carrier code is defaulted in Administration screens.
	
	Note: Role assignment details are on the 2nd tab.

Special notes on Usage	▪ When a User resign or transfer to another Agent, User profile must be inactivated. This would stop the user from logging into the System. ▪ When a User forgets the password, Administrator needs to re-set the password and inform user ▪ When a user logs into the system using a new user id or after a password reset, user would be forced to change the password ▪ When assigning Roles to a User profile, ensure that only the designated

	role is assigned ▪ If required, roles changes could be monitored by an administrator. If role changes monitoring is activated, whenever a role change is done System Administrator would be informed via a mail.
Validation	Common screen validation(s)

6. SYSTEM CONFIGURATIONS - PARAMETERS

Search

Figure 36.

Modify Parameter Values

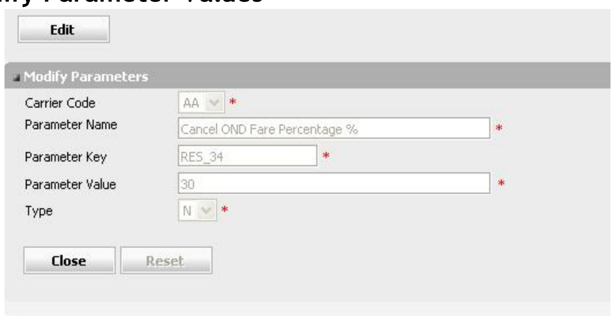


Figure 37.

Functionality	To override airline configuration parameters.
Pre-Condition(s)	During the application installation, main parameters must be set up and these are not allowed to be edited.
Steps	View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the 'editable' records. Change Parameter value of an existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record.
Special Notes on Usage	System Parameter changes **would not be effective immediately**. All other value's set up in the system will be effective immediately. **When System parameters are changed, please remember to inform the support team to re-start the servers again.** Application Parameters list would be provided by the implementation team prior to setting up the application.
Validation	Common screen validation(s) Date and time parameters are defined with the date/time format and these would be checked. Timeout parameters should be defined in mille seconds. (1000ms=1s) If Account code pre-fix validation is required, it can be defined.

7. CHANGE PASSWORD

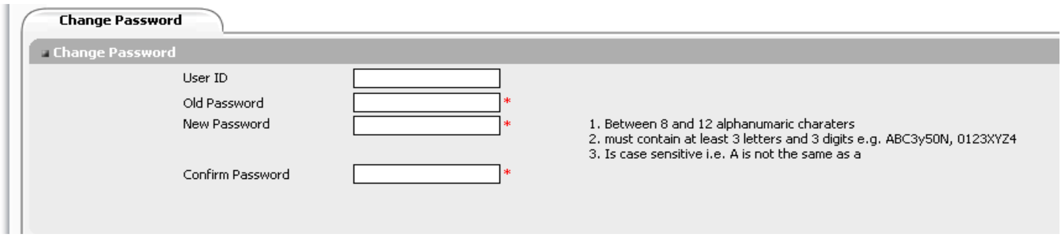


Figure 38.

Functionality	To Change the Password of the current logged in User.
Pre-Condition(s)	User should log into the Administration or Reservation modules
Steps	▪ User Id cannot be changed ▪ Type the current password and new password in 2 boxes ▪ Click on '**Save**' button ▪ When the password change is completed, system will auto log off and User is requested to log in again
Validation	Password must be ▪ Between 8 and 12 alphanumeric characters ▪ Must contain at least 3 letters and 3 digits e.g. ABC3y50N, 0123XYZ4 ▪ Password is case sensitive i.e. A is not the same as a

9. SCHEDULE MANAGEMENT

9.1. Flight Schedule

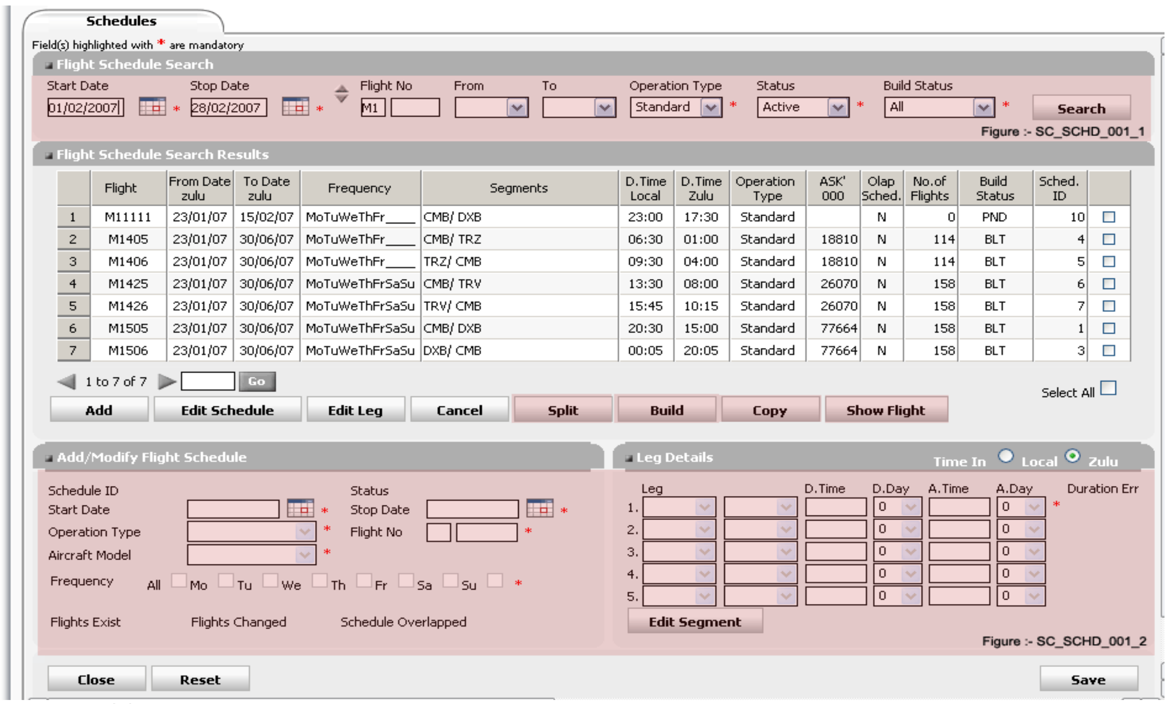


Figure 39.

Functionality	To create, modify, view, copy, cancel, Split and build Flight Schedules. Also, list of Flights belonging to a Schedule can be viewed.
Pre-Condition(s)	▪ Following data should be defined in the System. ○ Airports ○ Aircraft Model ○ Route – Leg routes ○ Schedule Operation types 1 ➔ Charter 2 ➔ Standard (Default) 3 ➔ Wet Lease 4 ➔ Pseudo By default segments of all these Flight types would be printed in the itinerary documents. But if user wishes to hide some of these it is possible.
Steps	

- **Search Flight Schedules**

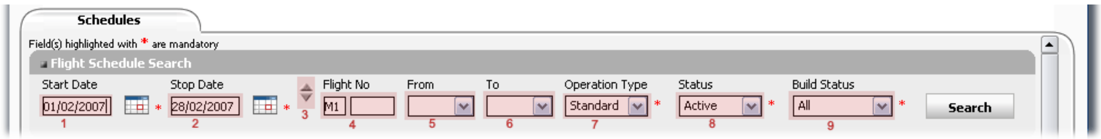


Figure 40.

1 & 2. Date Range ➔ All Schedules with at least 1 day effective within this range to be retrieved

When the Schedules Page is loaded, date range will be populated with system date and end date

Populated as 1 month ahead.

3. Increase or Decrease by a month of the start/ stop dates

4. Carrier Code & the Flight Number

Carrier code is defaulted from the Application parameters

Flight number can be up to is 4 digits

Search could be done by Carrier or for a flight number.

5. From/ Departure Airport

6. To/ Arrival Airport

7. Operation type of the Schedule, Which includes

1 ➔ Charter

2 ➔ Standard (Default)

3 ➔ Wet Lease

4 ➔ Pseudo

All

Default value is taken from the Application parameter setup.

8. Status of the Schedule

Active ➔ Currently Active Flight Schedules

Cancelled ➔ Cancelled Flight Schedules

Closed ➔ Closed Flight Schedules

9. Build Status of the Schedule

All ➔ Show all status

Already Build ➔ Schedule is built with individual flight departures

Pending ➔ Schedule is created but not yet activated. To activate the schedule, it should be 'build')

- Enter search criteria, and click on '**Search**' to retrieve the records.

- **Creating a new Schedule**
- To create a new flight schedule, click on the '**Add**' button.

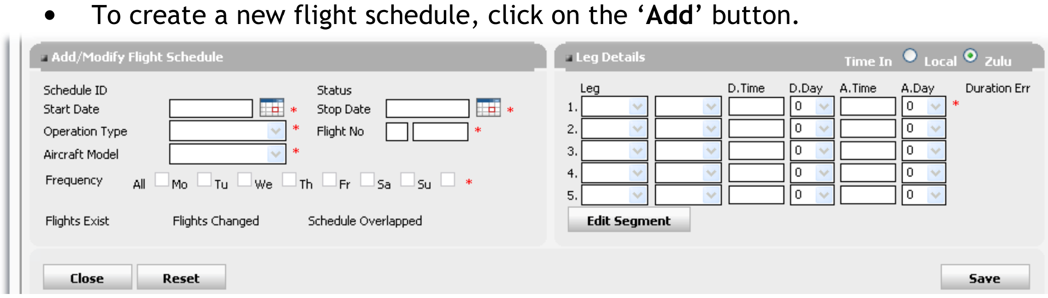


Figure 41.

- Enter the Start Date (Can't be less than or equal to the current date), Stop Date, Operation Type, Flight Number, Aircraft Model and Frequency.
  Note that Schedule dates are taken as Zulu time zone.

- A schedule can be defined with 1 or up to 5 legs.

- Leg Details Section
  - Select the From/To airports for each Leg from the Drop-down list and enter the Departure and Arrival time.
  - Departure/Arrival time can be entered as per Local clock or as per GMT (Zulu). Click on the 'Local' or 'Zulu' radio button.
  - If the arrival is falling onto the next day, 'A.Day' should be selected as +1.
  - For a multi leg schedule, if the 2nd leg departure is on the next day, 'D.Day' should be selected as '+1'

- Click on the Save button to save the flight schedule. Necessary validations take place while saving the record.

- For a Triangular operation, outbound and inbound schedules should be 'Overlapped' in order to avoid any inventory duplications or overselling. Click on the **'Edit Segments'** and select the Schedule to overlap with.

- For a multi Leg Schedule, User could define the 'Invalid' segments. Click on the 'Edit Segments'.
  Inventory Allocations and Reservations can be done for 'Valid' segments only.

- **Creating a new Schedule for Interlined Airline when Blocked space is used**
- Follow the steps described above when 'Adding' a new schedule.
- Schedule should match the interlined airline schedule: Carrier, Flight number, Departure/Arrival Airports, Departure/Arrival time etc

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- **Build a Schedule**

- When a new Schedule is created, only the schedule shell would be created without any Flights and build status of the Schedule is marked as 'Pending'. To create the Flight details, schedule should be 'Built'.

- Search Schedules with 'Build status'='Pending'. Click on the record and click the '**Build**' button. When a Flight Schedule is built, build status is changed as 'Already Built'.

- When a Schedule is built:

  - As per the schedule definitions, Flights would be created in the System with Flight status as 'CRT' (Created).

  - Segment level inventory for these Flights would be created based on the Aircraft Model capacities.

  - Available Seat Kilometres (ASK) for the Schedule would be calculated.
    ASK'000 = (Seat capacity of the Aircraft Model * Route Distance * Number of Flight in the Schedule)/1000

- **Amending an existing Schedules**

- Once a Flight Schedule is created, when modifying it, header and detail should be edited separately.

- Edit Schedule
  - When the Schedule header level details to be changed, click on the schedule in the grid and click on the '**Edit Schedule**'
- Edit Leg
  - When the Schedule Leg details to be changed, click on the schedule in the grid and click on the '**Edit Leg**'
  - Leg details including Airports can be modified of a Schedule with 'Build Status=Pending'
  - Once a Schedule is 'Built' it would not be possible to change the Airport details.

- When a Schedule is already effective (Start Date in the Past), Schedule cannot be edited. If any details to be changed, Schedule should be 'Split'.

- When a Schedule is already built, 'Flights Exists' flag in the header detail section will be highlighted.

- If at least one single Flight belonging to the Schedule is manually changed (time changes), then the 'Flights changed' flag will be highlighted

- For a Triangular Flight operation, if the Schedule is 'Overlapped' with another Schedule 'Schedule Overlap' flag will be highlighted.

- **Edit Schedule**

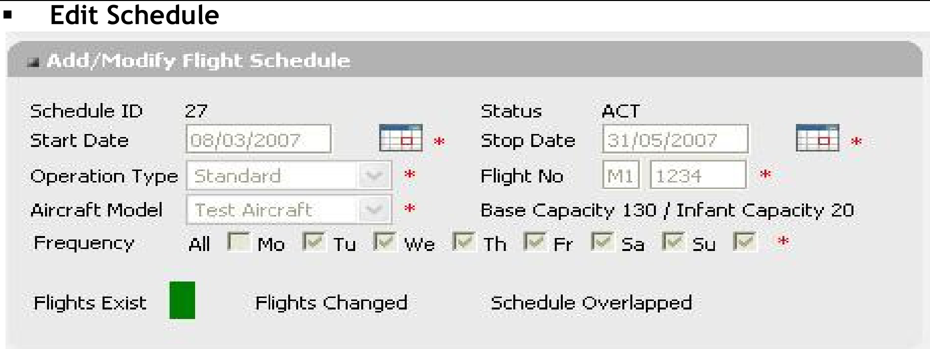


Figure 42.

- User is allowed to change any details in the Schedule header section. As a result, Flights could be re-scheduled or cancelled.

- For a 'Pending' Schedule, On 'Save' system would save the schedule changes.

- For an 'Already Built' Schedule, system would display a confirmation screen. If any bookings on any of the flights, the system will display the Flight statuses. If any Flights belonging to the Schedule are getting cancelled due to date range changes or frequency changes, and if there are any bookings against the Flight, these Flight details also would be displayed.

- If the Changes are done for a Triangular schedule, system will prompt and changes would be applied to the 'Overlapping' schedule as well.

- User is allowed to select if the schedule changes to be applied to all Flights of the Schedule or only the flights without any 'Manual' changes.

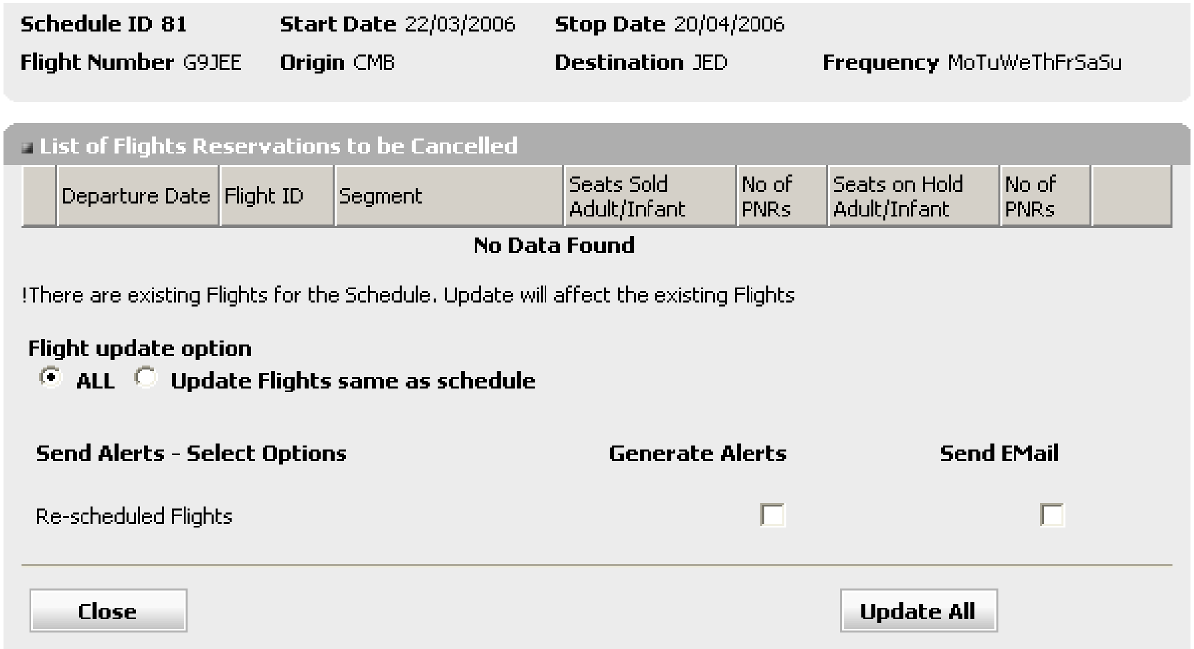


Figure 43.

- User is allowed to send alerts and/or send an email to a selected Email id. Check on 'Generate Alerts' and 'Send Email' to send alerts and email.
- If there are any Flights with bookings that would get cancelled or re-schedule, User is allowed with an option to protect seats in another Flight or to cancel all the bookings. Click on the '**RP**' button against the Flight to initiate passenger re-protect process.
- If there are any bookings, it is advisable to send alerts. When there is an alert, Reservations modules would allow to 'Transfer' Passenger to a flight of their liking without any additional charges.
- If all changes are acceptable (with or without re-protecting Passengers) click on '**Update All**'.
- Also, it is possible to return to the Schedule and abandon changes by clicking on '**Close**'. However, in this case, if any Passenger has been transferred to another Flight, these would not be reverted.

- **Edit Leg**

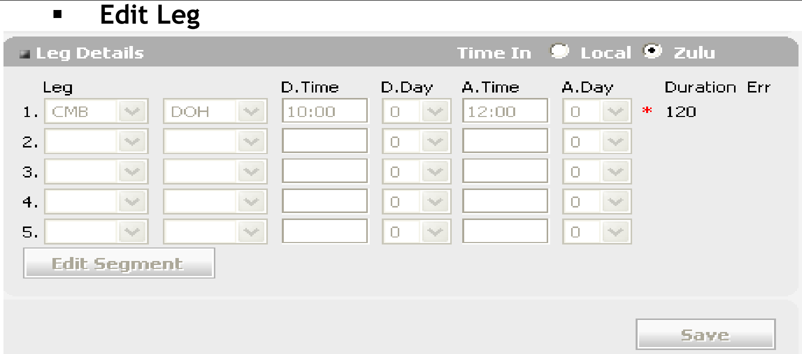


Figure 44. ▪ User is allowed to change selected details in the Schedule Leg section depending on the status of the Schedule. ▪ When 'Save' clicked, for an 'Already Built' Schedule, system would display a confirmation screen. If any bookings on any of the flights, the system will display the Flight statuses. User is allowed to select if the schedule changes to be applied to all Flights of the Schedule or only the flights without any 'Manual' changes. ▪ For a multi leg Flight, User can validate/Invalidate segments by click on '**Edit Segment**' button. ▪ If the Changes are done for a Triangular schedule, system will prompt and changes would be applied to the 'Overlapping' schedule as well.
▪ **Edit Segments** ▪ For a multi leg schedule, User has the option of 'inactivating' segments that sales are not done. i.e.: If a Flight scheduled from CMB to LHR with a stop over to DXB and if no tickets are sold for passenger on CMB/DXB segment, this segment should be 'inactivated'. ▪ For triangular flight schedules, User can identify the overlapping schedule and the segment that is common for both Schedules and define and which segments seats should be sold. ▪ Segment validation details also saved only when the 'Save' button is clicked from the main screen
▪ **Split Schedule** ▪ When part of an existing schedule to be changed, required portion needs to be split and taken off from the main schedule. ▪ Select the Schedule to be split and click on the '**Split**' button ▪ Splitting could be based on the changing the date range or based on the frequency change. o Split a Schedule as it is from a defined date o Extract a portion of the Schedule from the middle o Split a Schedule from a defined date onwards and extract only selected days of week (i.e.: If the schedule is for all 7 days, split & extract only weekend portion) o Extract a portion of the Schedule from the middle and extract only selected days of week (i.e.: If the schedule is for all 7 days, split & extract only weekend portion)

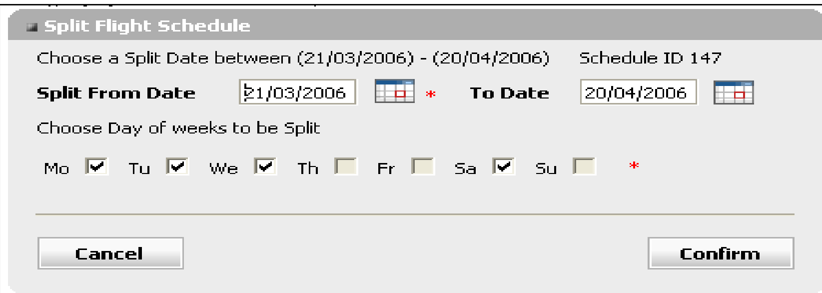


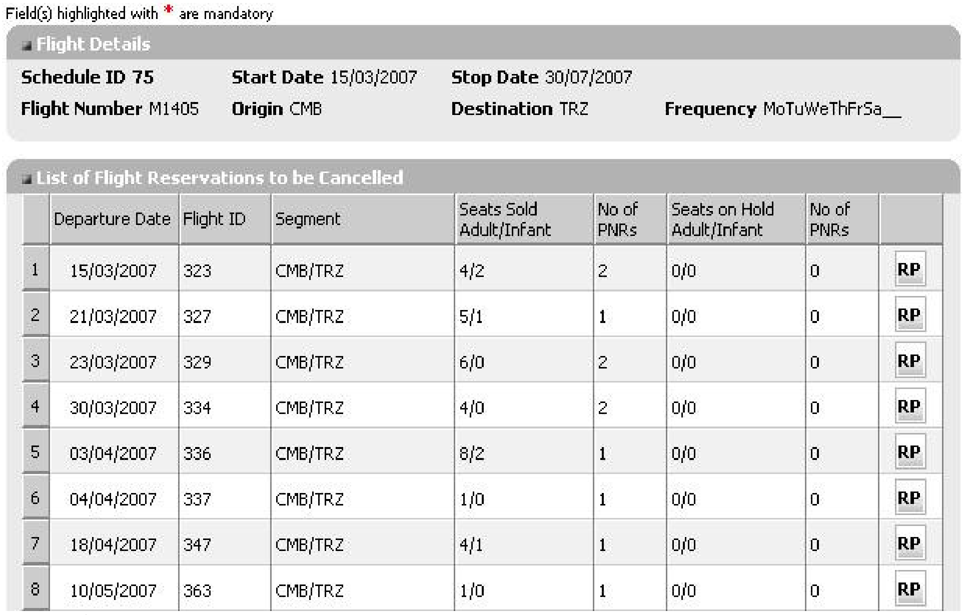
Figure 45.

- **Copy an existing Schedule and create a new Schedule**
- Select the Schedule to copy and click '**Copy**' button
- In case if the entered date range is conflicting with the existing flight schedule the system will display the error message to the user.

- **Cancel a Schedule OR Re-Protect PAX to another Schedule**
- Select the Schedule to be Cancelled and click on the '**Cancel**' button
- A schedule can be cancelled soon after it is created or even after the booking are made against some of the Flights
- Once a Schedule is active (Start date in the past), a schedule is not allowed to be cancelled.
- If the schedule is still not built or if no reservations against any of the Flights, Schedule would be deleted from the System.
- If there are reservations against any of the Flights of the Schedule, confirmation screen would be displayed with the Flights with bookings (Refer figure in 'Edit Schedule') and allowing user to cancel all the Flights or to 'Re-protect PAX' and cancel.
- 'Cancel' button can be used to re-protect or transfer PAX to another Schedule without cancelling the Schedule. To do this, select the schedule from the grid, click on the 'Cancel' button. Flights screen with the PAX details (as in Edit Schedule, Edit Leg) would be displayed. Click the 'RP' button against the Flight to commence the Re-protect process. Once the re-protect is completed, click 'Close' in the confirm screen to return to the Schedule but without cancelling the Schedule.

- **View all Flights linked to a Schedule**
- Select the schedule and Click on the '**Show Flight**' button to view the Flights belonging to the schedule.

- **Re-Protect PAX**
- Re-Protect process is initiated when a Schedule is edited or when clicked on the 'Cancel' button.
- Click on the '**RP**' button of a Flight to initiate Re-protect process.



Field(s) highlighted with * are mandatory

Flight Details

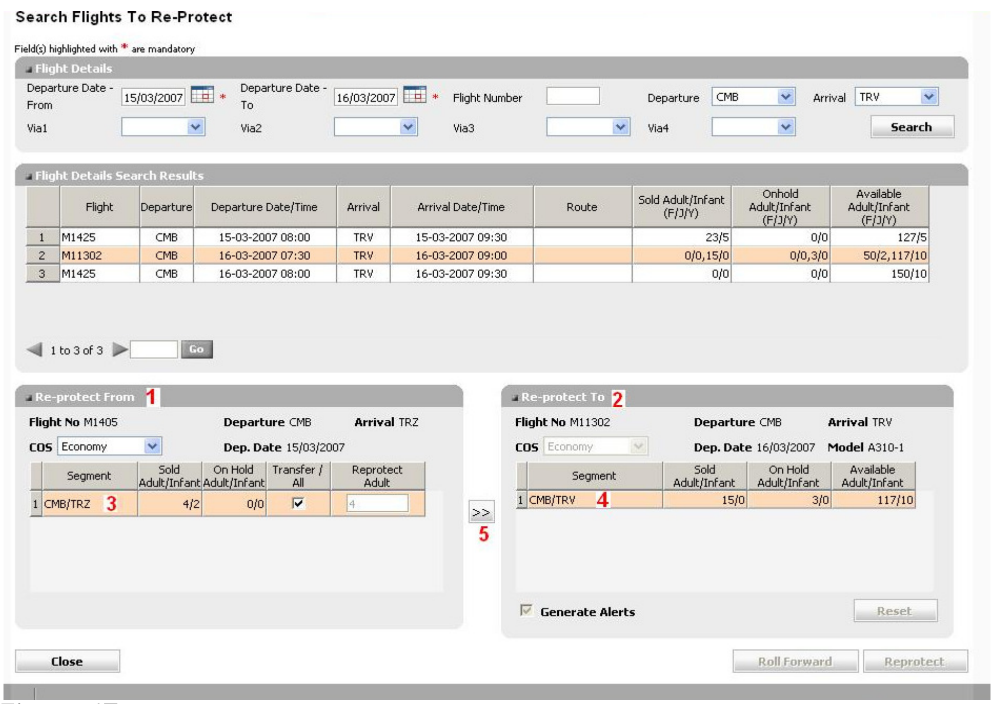
Schedule ID 75 **Start Date** 15/03/2007 **Stop Date** 30/07/2007
Flight Number M1405 **Origin** CMB **Destination** TRZ **Frequency** MoTuWeThFrSa__

List of Flight Reservations to be Cancelled

	Departure Date	Flight ID	Segment	Seats Sold Adult/Infant	No of PNRs	Seats on Hold Adult/Infant	No of PNRs	
1	15/03/2007	323	CMB/TRZ	4/2	2	0/0	0	RP
2	21/03/2007	327	CMB/TRZ	5/1	1	0/0	0	RP
3	23/03/2007	329	CMB/TRZ	6/0	2	0/0	0	RP
4	30/03/2007	334	CMB/TRZ	4/0	2	0/0	0	RP
5	03/04/2007	336	CMB/TRZ	8/2	1	0/0	0	RP
6	04/04/2007	337	CMB/TRZ	1/0	1	0/0	0	RP
7	18/04/2007	347	CMB/TRZ	4/1	1	0/0	0	RP
8	10/05/2007	363	CMB/TRZ	1/0	1	0/0	0	RP

Figure 46.

- Click on the Scroll bar on the right hand side to view all Flights, alert/email options and other buttons.
- System will open a new screen, allowing user to select a Flight to which Passenger to be re-protected.
- Flight that is being re-protected is displayed in the bottom section on the left hand side (Section marked as '1')
- Key in the search criteria and click on the **'Search'** button to find the Flight PAX to be protected. Click on the required Flight in the grid.



Search Flights To Re-Protect

Field(s) highlighted with * are mandatory

Flight Details

Departure Date - From 15/03/2007 * Departure Date - To 16/03/2007 * Flight Number Departure CMB Arrival TRV
Via1 Via2 Via3 Via4 Search

Flight Details Search Results

	Flight	Departure	Departure Date/Time	Arrival	Arrival Date/Time	Route	Sold Adult/Infant (F/J/Y)	Onhold Adult/Infant (F/J/Y)	Available Adult/Infant (F/J/Y)
1	M1425	CMB	15-03-2007 08:00	TRV	15-03-2007 09:30		23/5	0/0	127/5
2	M11302	CMB	16-03-2007 07:30	TRV	16-03-2007 09:00		0/0,15/0	0/0,3/0	50/2,117/10
3	M1425	CMB	16-03-2007 08:00	TRV	16-03-2007 09:30		0/0	0/0	150/10

1 to 3 of 3 Go

Re-protect From 1

Flight No M1405 **Departure** CMB **Arrival** TRZ
COS Economy **Dep. Date** 15/03/2007

	Segment	Sold Adult/Infant	On Hold Adult/Infant	Transfer / All	Reprotect Adult
1	CMB/TRZ 3	4/2	0/0	☑	4

\>> 5

Re-protect To 2

Flight No M11302 **Departure** CMB **Arrival** TRV
COS Economy **Dep. Date** 16/03/2007 **Model** A310-1

	Segment	Sold Adult/Infant	On Hold Adult/Infant	Available Adult/Infant
1	CMB/TRV 4	15/0	3/0	117/10

Generate Alerts Reset

Close Roll Forward Reprotect

Figure 47.

- Selected Flight details will be populated on the bottom right hand side. (Marked as '2')

- If all PAX to be re-protected, Click on the 'Transfer All' check box in section 1
  Else type the number of PAX to be protected in 'Re-protect Adult' box.

- Flight that is being re-protected is displayed in the bottom section on the left hand side (Section marked as '1')

- Click on the segments that the PAX to be protected from and to. i.e.: In above example, both flights with single segments. Therefore click on these segments.
  If the 'Re-Protect To' Flight is having 3 segments, all 3 will be displayed and User need to click on the correct segment that PAX are to be transferred to.
  (When the 2 segments are selected, they would be highlighted – refer area 3 and 4)

- Once all above is done, click on the double arrow key (>>) to simulate the re-protect process.

- If all PAX to be transferred all confirmed and On Hold bookings would be transferred. If number of PAX is specified, System will transfer up to specified number of PAX from bookings as by booking date order. If all PAX of a booking are unable to transfer, then the booking would be skipped. (i.e.: Only 15 PAX to be transferred and all PNRs with 9 PAX each and 1 with 2 PAX, only the last booking will be transferred.)

- In AccelAero, a Flight could be 'Overloaded' only when a re-protect operation carried out. If the simulation is acceptable, check the 'Send Alerts' and click on the '**Re-protect**' button.

- If the Flight being re-protected belongs to a Schedule, and if the 'Re protected To' flight also belongs to a Schedule, 'Roll Forward' facility would be enabled to carry out the re-protect between 2 Schedules as per the defined rules. Click on the '**Roll Forward**' button to display the re-protect criteria.

- Roll forward criteria screen would be displayed. User can define the rules and click '**Update**'.

- **GDS Details**

- When the airline is integrated with a GDS, there would be another button on the Schedule screen as "Link GDS". System would show the details of enabled GDS and user can define if a schedule should be published to which GDS's.

- **Manage Flights**

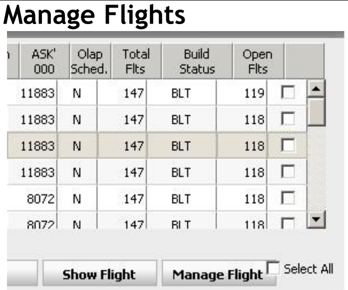


Figure 48.

Figure 49.

- Using this function, multiple flights of a schedule could be closed and re-opened.

<table>
<tr>
<td>Validation</td>
<td>

Common validation(s)
Route not defined - If the Route is not defined (for each leg), system will display an error message.
Travel duration not matching with Estimated - If the travel duration of a leg as per the departure and arrival times not matching with the defined estimated duration system will display an error message.
If the calculated duration of leg 1 is less than the estimated duration and leg 2 is more than the estimated, message would be displayed as
TAIR-33013: Duration is wrong (1,60)(2,-30)
For a multi Leg, minimum stop over time required by the Airport is not met - If the stop over time as per the arrival time and next leg departure time is not within the expected minimum for the airport, an error would be displayed.
Change Aircraft Model and if Capacity less than the Originally assigned – If there are any bookings for at least 1 Flight and the total bookings > new Aircraft capacity, system will display an error.
Schedule Conflict – If there is an existing Schedule for the same Origin & Destination (O&D) and if the schedule frequency etc matching and there is a time overlap, system will display an error message.

</td>
</tr>
</table>

10. FLIGHT MANAGEMENET

10.1. Flights

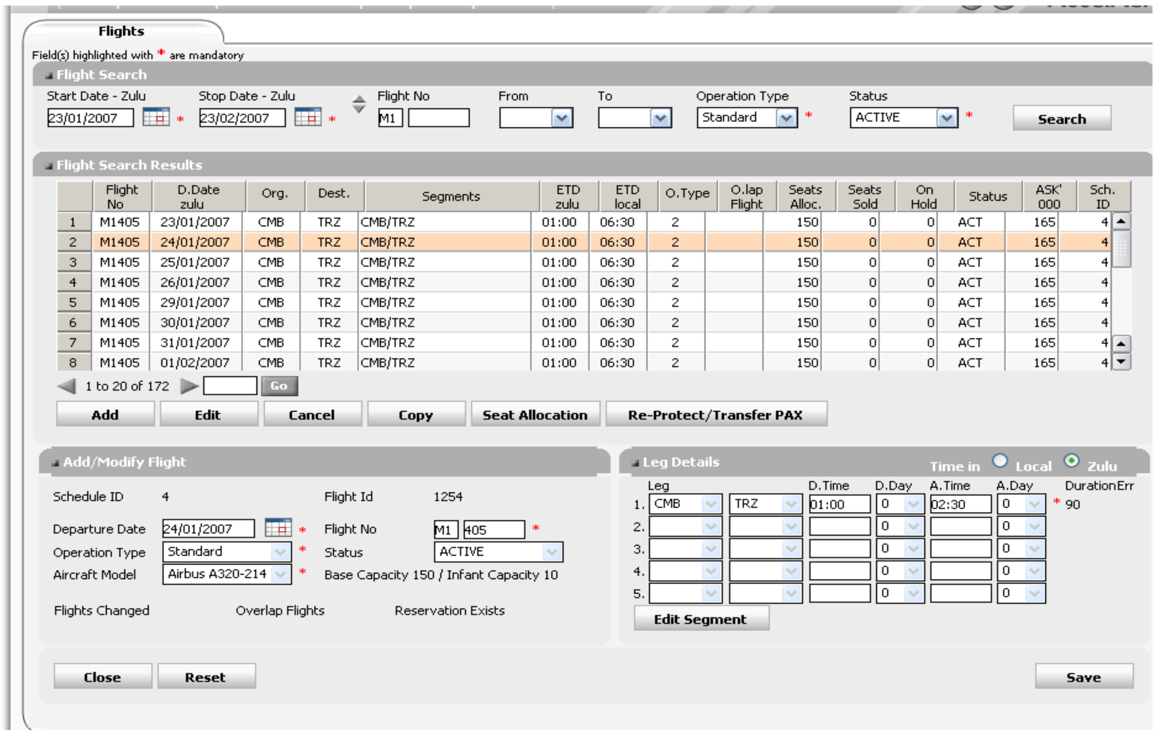


Figure 50.

Functionality	To create, modify, view, copy & Cancel Flights. Seat Allocation and Re-protect and/or Transfer PAX also can be initiated from the Flights screen.
Pre-Condition(s)	▪ Following data should be defined in the System. ○ Airports ○ Aircraft Model ○ Route – Leg routes ○ Flight Operation types 1 ➔ Charter 2 ➔ Standard (Default) 3 ➔ Wet Lease 4 ➔ Pseudo By default segments of all these Flight types would be printed in the itinerary documents. But if user wishes to hide some of these it is possible.

- **Search Flights**

Figure 51.

- Enter the Search criteria as required and click on the **'Search'** button to initiate the Flight search
  - Date Range ➔ All Flights with departure dates falling within this range to be retrieved. When the Flights Page is loaded, date range will be populated with system date and end date populated as 1 month ahead.

Note: Dates are in Zulu (GMT) time zone.

  - Up/Down Arrow Keys ➔ Increase or Decrease by a month of the start/ stop dates (i.e.: )
  - Carrier Code & the Flight Number
    Carrier code is defaulted from the Application parameters. Flight number can be up to is 4 digits
    Search could be done by Carrier or for a flight number.
  - From/ Departure Airport
  - To/ Arrival Airport
  - Operation type of the Flight, Which includes
    1 ➔ Charter
    2 ➔ Standard (Default)
    3 ➔ Wet Lease
    4 ➔ Pseudo
    All
    Default value is taken from the Application parameter setup.

  - Status of the Flight
    Created ➔ All new Flights created with status 'Created'
    Active ➔ When the Seat Allocation is done, Flight status gets changed to 'Active' automatically. These Flights are made available to Reservation modules in the Flight Search
    Cancelled ➔ Flight is Cancelled
    Closed ➔ Flight is Closed. 'Closed' status Flights are not displayed in the Reservation modules in the available Flight lists

- Enter search criteria, and click on **'Search'** to retrieve the records.

- Flights can be viewed when **'Show flights'** button is clicked from the Schedule screen also. When Flights of a Schedule is displayed users are restricted from changing the search criteria, Adding new Flights.

- **Creating a new Flight**
- To create a new ad-hoc Flight, click on the **'Add'** button.
  - When a Schedule is created and Built, Flights are created from the System.

  OR
  - To create a new flight without a Schedule, click on the Add button.

- Enter the Departure Date (Can't be less than or equal to the current date), Operation Type, Flight Number and Aircraft Model.
  Note that Flight Departure dates are taken as Zulu time zone.

- A Flight can be defined with 1 to 5 legs.

- Leg Details Section
  - Select the From/To airports for each Leg from the Drop-down list and enter the Departure and Arrival time.
  - Departure/Arrival time can be entered as per Local clock or as per GMT (Zulu). Click on the 'Local' or 'Zulu' radio button.
  - If the arrival is falling onto the next day, 'A.Day' should be selected as +1.
  - For a multi leg schedule, if the 2nd leg departure is on the next day, 'D.Day' should be selected as '+1'

- Click on the Save button to save the flight. Necessary validations take place while saving the record.

- For a Triangular operation, outbound and inbound Flights should be 'Overlapped' in order to avoid any inventory duplications or overselling. Click on **'Edit Segments'** and select the Flight to overlap with.

  Note: Flights belonging to a Schedule cannot be overlapped individually; overlapping should be done at the schedule level.

- For a multi Leg Flight, User could define the 'Invalid' segments. Click on '**Edit Segments**'. Inventory Allocations and Reservations can be done for 'Valid' segments only.

- Segment validation details also saved only when '**Save**' button is clicked from the main screen

- Available Seat Kilometres (ASK) for a Flight would be calculated.
  ASK'000 = (Seat capacity of the Aircraft Model * Route Distance)/1000

- **Creating a new Flight for Interlined Airline when Blocked space is used**
- Follow the steps described above when 'Adding' a new Flight.
- Flight details should match the interlined airline Flight: Carrier, Flight number, Departure/Arrival Airports, Departure/Arrival time etc

- **Edit - Amending existing Flights**

- To amend a future Flight, select the Flight and click on **'Edit'** button

- If a Flight belonging to a Schedule is manually changed, then 'Flight Changed' flag will be highlighted and the Flight details font in the grid will be green colour

- For a Triangular Flight operation, if the Flight is 'Overlapped' then 'Flight Overlapped' flag will be highlighted. Also, the Flight details font in the grid will be green colour

- If there are any bookings for a Flight, then 'Reservations Exists' flag will be highlighted.

- If a Flight is overloaded, then the Flight details font in the grid will be red colour

- For a multi leg Flight, User can validate/Invalidate segments by click on '**Edit Segment**' button.

- When 'Editing' a Flight only the Flight Number, Status, Operation type and at leg level departure time, departure day, Arrival Time and Arrival day is allowed to be changed

- If Flight belongs to a Schedule, operation type cannot be changed
- If the Changes are done for a Triangular Flight, system will prompt and changes would be applied to the 'Overlapping' flight as well.
- When 'Save' clicked, for an 'Active' Flight, system would display a confirmation screen. If any bookings on the flight, the system will display the Flight statuses and would allow to send alerts and/or emails and also to re-protect PAX to another Flight.

- **Edit Segments of a Flight**
- For a multi leg Flight, User has the option of 'inactivating' segments that sales are to be restricted.
  i.e.: If a Flight scheduled from CMB to LHR with a stop over to DXB and if no tickets are sold for passenger on CMB/DXB segment, this segment should be 'inactivated'.
- For Flights belonging to a triangular flight schedule, User is not allowed to change the overlapping Flight at Flight level
- Segment validation details also saved only when the 'Save' button is clicked from the main screen

- **Cancel a Flight**
- Click on the Flight to be cancelled, and click on the '**Cancel**' button.
  - If the Flight is not linked to a Schedule and without reservations, Flight will be deleted.
  - If the Flight is linked to a Schedule or if any reservations, status of the flight would be changed to 'CNX'

- **Copy Flight**
- To create a new Flight using an existing Flight, select the Flight and click on the '**Copy**' button to specify the new Flight Date
- On Confirmation, a new Flight will be created for the specified departure date. If there is another flight scheduled for the same date for same O&D, System will display a conflict message. Else, new Flight will be created with status as 'CRT'.

- **Allocate Seats**
- Select the Flight and click on '**Seat Allocation**' button

- **Re-protect/Transfer PAX to another Flight**
- When a Flight is overloaded, specified number of Passengers can be transferred to another Flight.
- Select the Flight and click on '**Edit**' button. Change the status of the Flight to 'Closed' and 'Save'.
- Select the Flight and click on '**Re-protect/Transfer**' button to initiate the transfer

	process. ▪ Flight details screen as displayed in Flight Cancellation or Re-Scheduling will be displayed and User can proceed with the 'RP'.
Validation	• Common validation(s) • **Route not defined -** If the Route is not defined (for each leg), system will display an error message. • **Travel duration not matching with Estimated** - If the travel duration of a leg as per the departure and arrival times not matching with the defined estimated duration system will display an error message. If the calculated duration of leg 1 is less than the estimated duration and leg 2 is more than the estimated, message would be displayed as TAIR-33013:Duration is wrong (1,60)(2,-30) • **For a multi Leg Flight, minimum stop over time required by the Airport is not met -** If the stop over time as per the arrival time and next leg departure time is not within the expected minimum for the airport, an error would be displayed. • **Change Aircraft Model and if Capacity less than the Originally assigned** – If there are any bookings and the total bookings > new Aircraft capacity, system will display an error. • **Schedule Conflict** – If there is an existing Flight for the same Origin & Destination (O&D) for the same date, system will display an error message.

11. FLIGHT LOAD ANALYSIS

11.1. Flight Load Analysis

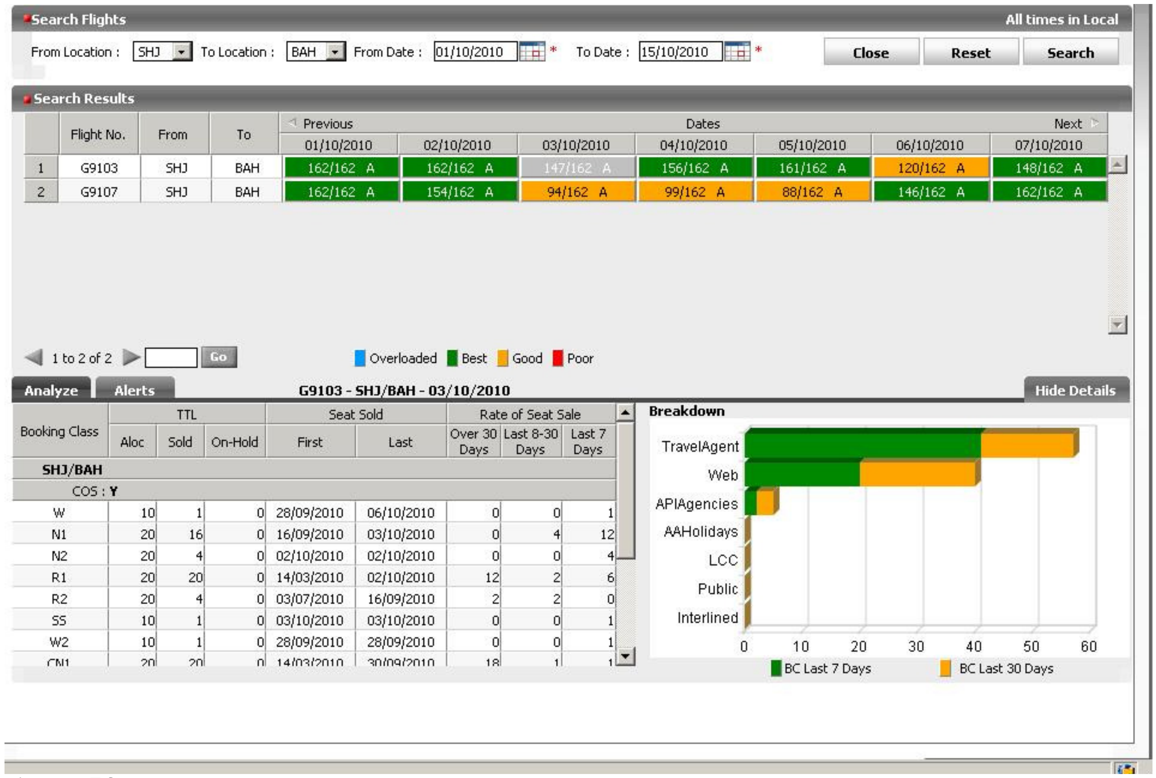


Figure 52.

Functionality	This is to view flight loads, analyse booking class movements and alerts.
Pre-Condition(s)	
Steps	View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records. Flight Load ▪ Click on a flight bar to view the load and status of the flight. Analyse ▪ This tab displays the booking class wise sales patterns. ▪ Click on the graph bar to view the sales details as to who had done the bookings and actual PNR numbers etc Alerts ▪ Displays a list of PNR Alerts on the bookings. These alerts include, TBA pax bookings, group bookings, bookings with a balance to pay and flight reschedule and cancel alerts.
Validation	Common screen validation(s)

12. INVENTORY MANAGEMENT

12.1. Booking Class

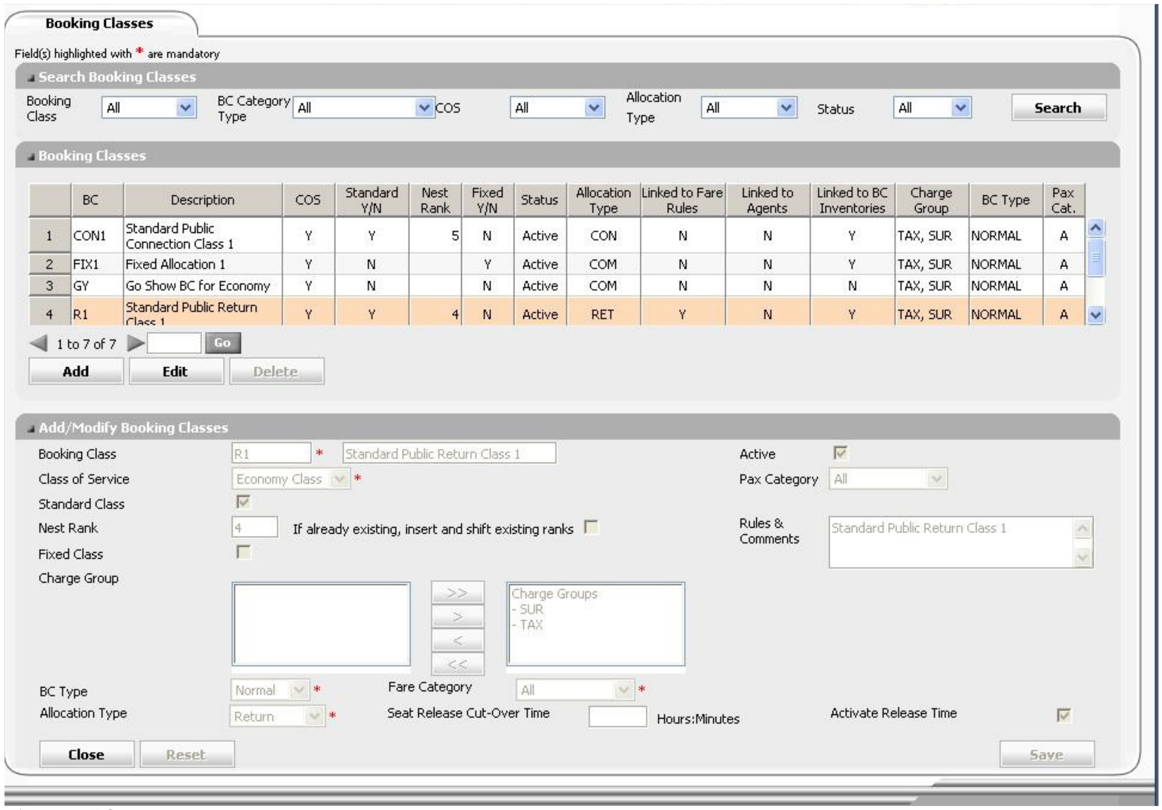


Figure 53

Functionality	To create, view, edit and delete Booking Classes.
Pre-Condition(s)	▪ Class of Services should be made available. Y=Economy: J=Business etc ▪ BC Types should be made available Normal➔ Seat Booking: Standby ➔ Seat not blocked, a tentative booking ▪ Allocation Types should be made available Segment, Connection, Return & Combined ▪ Charge Groups to be applied should be made available. Tax & SUR ▪ 'GOSHOW' Booking Classes for each COS should be available in the System. These Booking classes would not be allowed to be changed ▪ If participating in interline agreements for blocked space sales, 'INTERLINE' Booking Classes for each COS should be available in the System. These Booking classes would not be allowed to be changed ▪ If Fares by different PAX categories to be supported, required pax categories should be defined. Ie: Local, Foreigner etc ▪ If different Fare categories to be supported, required categories should be defined. Ie: Normal, Restricted etc
Steps	View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records. Change Details of an Existing record

	▪ Click on the record for editing and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. Allocation Type ➔ This differentiation can be used when doing the seat allocations to monitor the demand from various channels. ▪ Segment ➔ Only segment requests/fares are supported. ▪ Connection ➔ Only Connection requests/fares are supported. ▪ Return ➔ Only return requests/fares are supported ▪ Combine ➔ Combine type would support Connection, Return and/or Segments requests/Fares. Standard Class ▪ Standard Class may have a 'Nest Rank'. Standard segment Allocation type classes with a nest rank would take part in nesting. Fixed Class ▪ Non-standard BC can be defined as Fixed BC. These allocations are considered as 'Fixed' for the assigned Agents and inventory is blocked from other channels/users. BC Type ▪ Normal ▪ Stand By Charge Groups ▪ BC should be defined with if a TAX and/or SUR or none to be applied. PAX Category (Functionality needs to be Enabled) o If different PAX Categories are to be supported, should select the relevant Passenger category. o If this functionality is not enabled, would default as 'A=All' o Currently supported categories are 'Local' and 'Foreigner'. Fare Category (Functionality needs to be Enabled) o If different fare categories are to be supported, should select the particular Fare category. o If this functionality is not enabled, would default as 'A=All' o Currently supported categories are 'Normal' and 'Restricted' fares. Restricted fares carry particular constraints regarding modifications for a reservation once made using this category. Blocked Space Interline - Set Release Parameters o When blocked space interline is activated, seat release parameters should be set if unused blocked seats are to released prior to transfer.

Special Notes on Usage	▪ GOSHOW Booking Classes usage ▪ For GOSHOW updates, a Booking Class for each COS operated by the Airline would be provided during the system configuration. o Economy ➔ GY o Business ➔ GJ GOSHOW Fares for each O&D should be defined in the System prior to processing a PFS ▪ INTERLINE Booking Class usage ▪ These booking classes are used when blocked space interline is in operation, to define the agreed segment fares for other airlines. ▪ For each interlined airline and COS operated, system would provide a INTERLINE booking class during the system configuration. o Airline 1 - Economy ➔ A1Y o Airline 2 – Economy ➔ A2Y INTERLINE Fares for each interlined O&D should be defined in the System prior to making any interline bookings using connection fares. If not, system would prorate the segment fare as 0.
Validation	Common screen validation(s) ▪ System will not allow deleting a Booking Classes already used in a seat allocation. ▪ System would not allow editing key details of a Booking Class once it is used in a seat allocation

12.2. Seat Allocation - Search

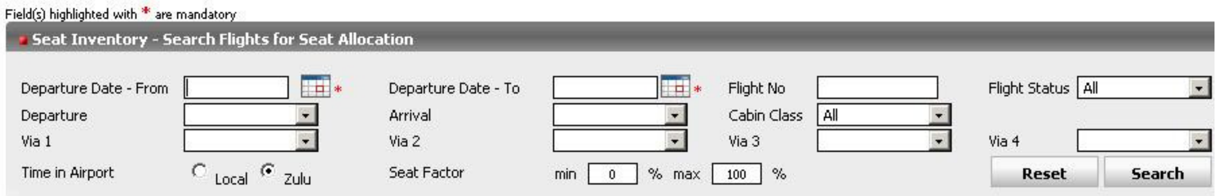


Figure 54

Functionality	To search Flights to carry out a seat allocation, to optimise Flight sales and to view the status of a Flight.
Pre-Condition(s)	▪ Flights should be available ▪ Booking Classes should be available
Steps	Search Flights ▪ Enter the search criteria and click on **Search** to retrieve the records. ▪ Records can be filtered from different Flights Statuses, for different COS and as per the departure times (local or Zulu) ▪ Records can be filtered by the carrier code or by a particular flight number ▪ Specify the Seat Factor % range ▪ Click on the Flight to view or carry out the Seat Allocation
Validation	Common validation(s)

12.3. Seat Allocation

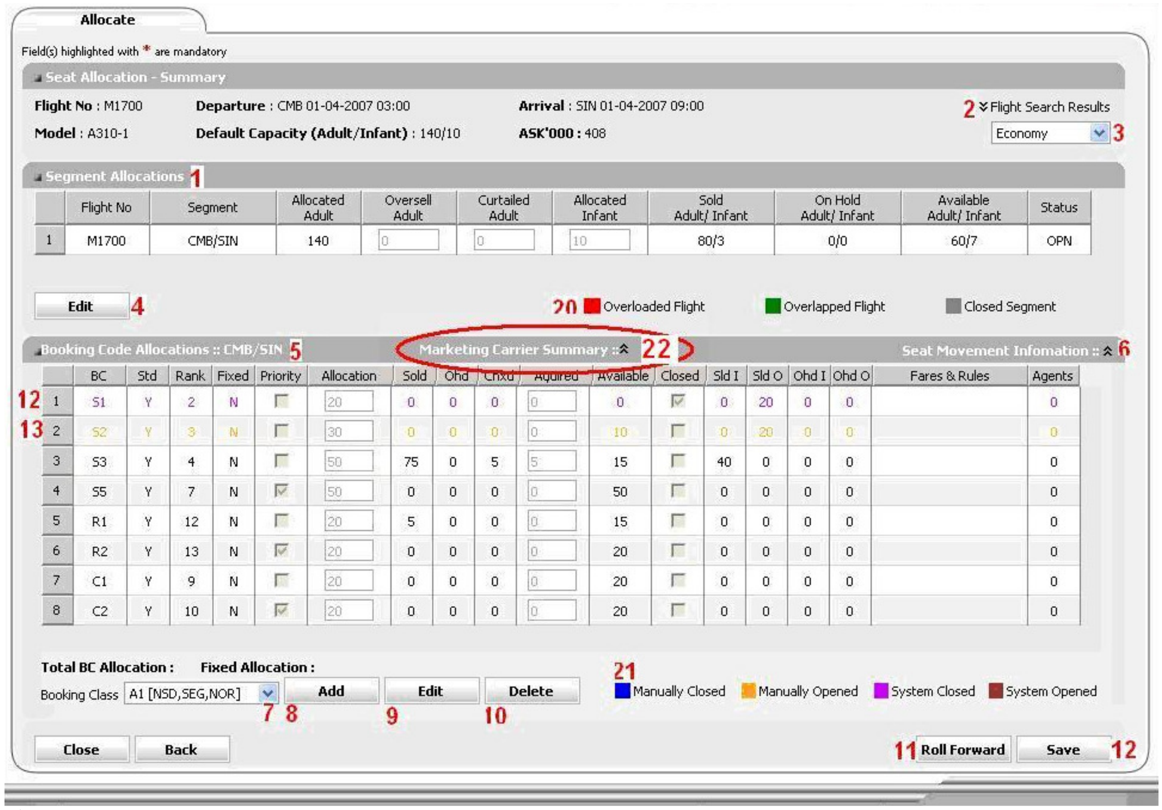


Figure 55

Guideline numbers used in the Screen

1	Segment Details Grid ○ All segments defined as 'Valid' in the Schedule or flight would be displayed ○ Allocated Adults and Allocated infants would be the capacity defined for the COS in the Aircraft Model ○ If the Flight is a triangular Flight, in that case, overlapped Flight segments also would be displayed in the grid in green colour
2	Flight Search Results drop down Click on the >> to display the list of flights as per the previous search criteria
3	Class of Service (COS) selection If a Flight operated with multi COS, this drop down would be enabled. Seat Allocation to be done for one COS at a time
4	**'Edit'** ➔ Edit Segment Grid details **'Add Note'** ➔ Add a user note against a segment **'View Note'** ➔ **View** user notes maintained against a segment
5	Booking Class Details Grid
6	Seat Movement Information link Click on the >> to display by Agent seats sold
7	Booking Classes List Each Booking Class is displayed with a short description i.e.:

	A1[NSD,SEG,NOR] ➔ Non Standard, Segment, Normal R1[STD,RET,NOR] ➔ Standard, Return, Normal C1 [STD,CON,NOR] ➔ Standard, Connection, Normal AA [NSD,COM,NOR] ➔ Non Standard, Combined, Normal R5 [FXD,RET,STB] ➔ Fixed, Return, Standby Booking classes list would include only the normal booking classes. All GOSHOW and INTERLINE booking classes would not be made available in the selection.
8	Add ➔ Once a booking code is selected from the list, press **'Add'** to add the BC to the Flight segment
9	Edit ➔ Edit Booking Class details in the Grid
10	Delete ➔ Delete a Booking Class from the Flight/Segment
11	**"Roll Forward"** ➔ Enabled for Flights belonging to Schedules only. BC Allocations of the Flight can be copied across to selected Flights in the Schedule **"Link Meals"** ➔Enabled when meal selections are enabled for an airline to add a meal template to a schedule/Flight. **"Seat Charge"** ➔Enabled when seat selections are enabled for an airline to add a seat template to a schedule/Flight.
12/13/21	Booking Class details of a Flight displayed in different colours. Black ➔ New Booking Class is displayed Blue ➔ Booking Class is manually closed by a User Orange ➔ A system closed booking class is re-opened by a User Purple ➔ Booking Class is closed by the System automatically Plum ➔ Booking Class is re-opened by the System as per defined Rules
20	Segment details of a flight is displayed in different colours as follows: Black ➔ Active, Valid Segment where allocation changes can be done Green ➔ Segments belong to a Overlapped Flight Grey ➔ Segment is Closed by the Scheduler job and allocations not allowed. Or could be a Cancelled Flight.
22	When there are Interline Sales agreements in the system with other airlines using blocked space inventory allocations, a link would be displayed against the own flight to view the sales done by participating interline airlines. Click on the link "Marketing Carrier Summary" to view the online actual total sales by other airlines. Refer "Figure 48a" Available = Segment level available would be displayed.
23	'Add User Notes'→ Select the segment and click on the button to add a new user note. 'View User Notes'→ Click on the button to view user notes added against the flight.

Functionality	To do the initial set allocation of a new Flight, optimise the seat allocation of an existing Flight, view the status of sales done on the Flight, roll forward the allocations of a Flight belonging to a schedule to the rest of the Flights

	This screen can be accessed from the ○ Seat Allocation - Search ○ Manage Flights – Seat Allocation
Pre-Condition(s)	▪ Flights Schedules should be created. ▪ Booking Class should be created.
Steps	Manage Segment Level Inventory • Click on the **'Edit'** button of the Segment grid area to enable the segment level overrides • Oversell ➔ If extra seats are to be sold (more than the capacity of the Aircraft) 'Oversell' can be defined. Available seats to sell would be increased • Curtail ➔ If seats are to be held back without selling 'Curtail' can be defined. Available seats to sell would be decreased. For a multi segment Flight, curtail defined for a segment is applied only to that segment. If the segment is intercepted with other segments, available of other segments would not be reduced. i.e.: Flight is from CMB/DXB/LHR So there would be 3 segments and if tickets sold on all 3 segments, seat allocations can be defined for CMB/DXB, CMB/DXB/LHR & DXB/LHR. If seats are not curtailed in any of the segments, system would start selling from all 3 segments in equal priority and airline may not get the best Yield out of the Flight. To avoid this, a priority could be given to CMB/DXB/LHR segment and therefore curtailing 50 seats from DXB/LHR and CMB/DXB. • Once the segment allocation overrides are completed, click on the '**Save**' button to save the changes. • For a new Flight, Seat Allocations should be done from this UI. Select the Booking Class (BC) and click on the **'Add'** button to add the selected BC to the Flight Segment. • Once all the required BC's are added to the Flight Segment, go through the BC's in the grid and define the allocations – this would be the maximum number of seats to be sold from each BC. For each BC, following can be defined: - Allocation - Mandatory - Priority – optional: By default all BC's are non-priority. Priority decide if the returned inventory (ie:from cancellations) to be taken into the same BC or not. Rules differ for Standard and Non-standard BC's. Refer **Inventory Behaviour Rules** section for more details on the behaviour of the Priority Flag. - Acquired – Optional: When a new allocation is carried out, this should not be defined. When a Flight is opened for sales, as per the nesting and seat acquire logics, system would automatically update the seats

Acquired from other BC's. Users can reduce or increase these allocations as require.

- Closed – When sales from a BC to be stopped, either the allocation can be reduced to sold + on hold, making available 0 or could be closed by checking the BC.
  Usually, BC's are closed automatically by the system when available is 0.
  Refer **Inventory Behaviour Rules** section for more details on the behaviour of the Close Flag.

- Once the Booking class assignment or Overrides are completed, click on the '**Save**' button to save the changes.

- By default, to sell seats from a Flight 'Normal' booking classes should be assigned

- If any 'Standby' sales are to be allowed for a Flight (seats would not be allocated), BC's with standby flag should be added to the Flight with required allocation.

- If any seats to be reserved for an Agent, (pre-paid for the Seats), BC with Fixed Flag should be added with the required allocation. When a fixed allocation is done, these seats would be taken off from the availability displayed to all other users.

- It is not necessary to add 'GOSHOW' BCs when a seat allocation is done. System will handle this automatically when PFS details are updated.

Delete a Booking Class

- Only BC's without any sales or on hold can be deleted.
- Click on the BC in the BC grid and click on the '**Delete**' button.

- There are situations that seats get cancelled and have to re-allocate the seats back to the correspondent booking classes. Refer **Inventory Behaviour Rules** section for more details on the behaviours.

View Fares linked to a Booking Class

- Click on the Segment in the Segment grid. System will refresh the BC grid with the effective Fares available in the System for the BC.

- Only Segment and Return Fares would be displayed. If any connection Fares, these would not be displayed against a particular Flight.

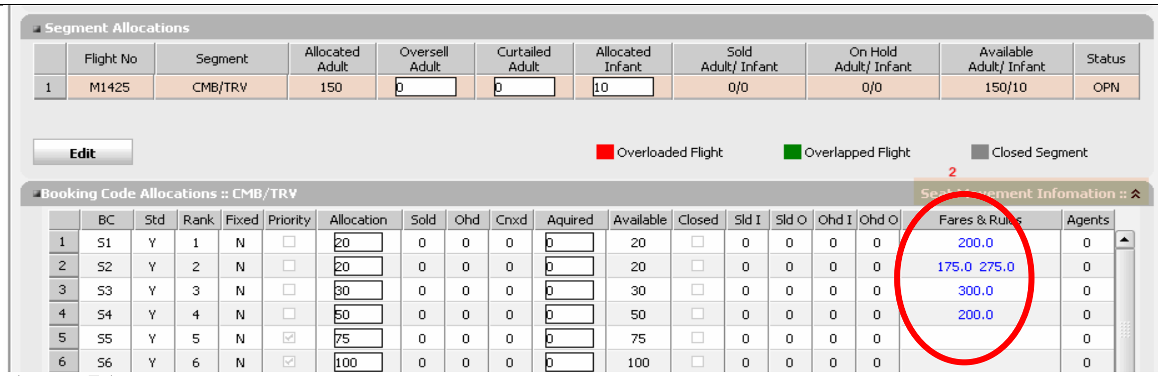


Figure 56

- To view the details of available Fares click on the **Fare**. System would display the rule details of the Fare.

Flight Search Results

- One the allocations of a Flight is completed, next Flight could be selected:
  - Click on '**Flight Search Results**' link on top of the Page
  - List of up to 20 flights will be displayed as per the previous search
  - Click on the Flight that allocations are to be done. System will refresh the Seat Allocation screen with the selected Flight

  OR
  - Click on the '**Back**' button. Depending on the initiated from page (Availability search or Flights), search and select the next Flight.

Seat Movement Information

- Click on the '**Seat Movement Information**' link on top of the BC grid to view which agents are selling seats on the Flight.

Roll Forward

- For a new Schedule, once the allocations are done for a flight, the same could be copied across to all or selected Flights of the same schedule.
- Click on '**Roll Forward**'. System will allow defining the Roll forward parameters.
  - Select the Date range to which Flights are to be copied across
  - Select the Segments (if multi Segments) that BC's to be copied
  - Select Booking Classes to be copied
  - Select if the same should be copied to all frequencies or selected (i.e.; Week days only)
  - Select the override rules

    If to be copied only if there are no allocations in new Flights

    If to delete all existing BC's and copy across only if there are no bookings

    Etc.
- Roll forwarding is done at BC level only. Segment level changes cannot be rolled forward.

- For a multi COS flight, roll forwarding to be done by COS

Validation	Common validation(s) ○ When allocations at Segment and BC level overridden, system will display an error if the current (sold + on hold) seats > new allocation

12.4. Seat Allocation – Blocked space flights from other operating Airlines

Functionality	All the Flights that would be used in the blocked space operation should be assigned with the Interline specific booking classes. Inventory allocation of these should be done manually. As the numbers of seats to be sold on these flights are as per pre-agreed number, it is recommended that the curtailing is used at segment level to keep the requirement number of seats.

12.5. Inventory Optimisation – Search

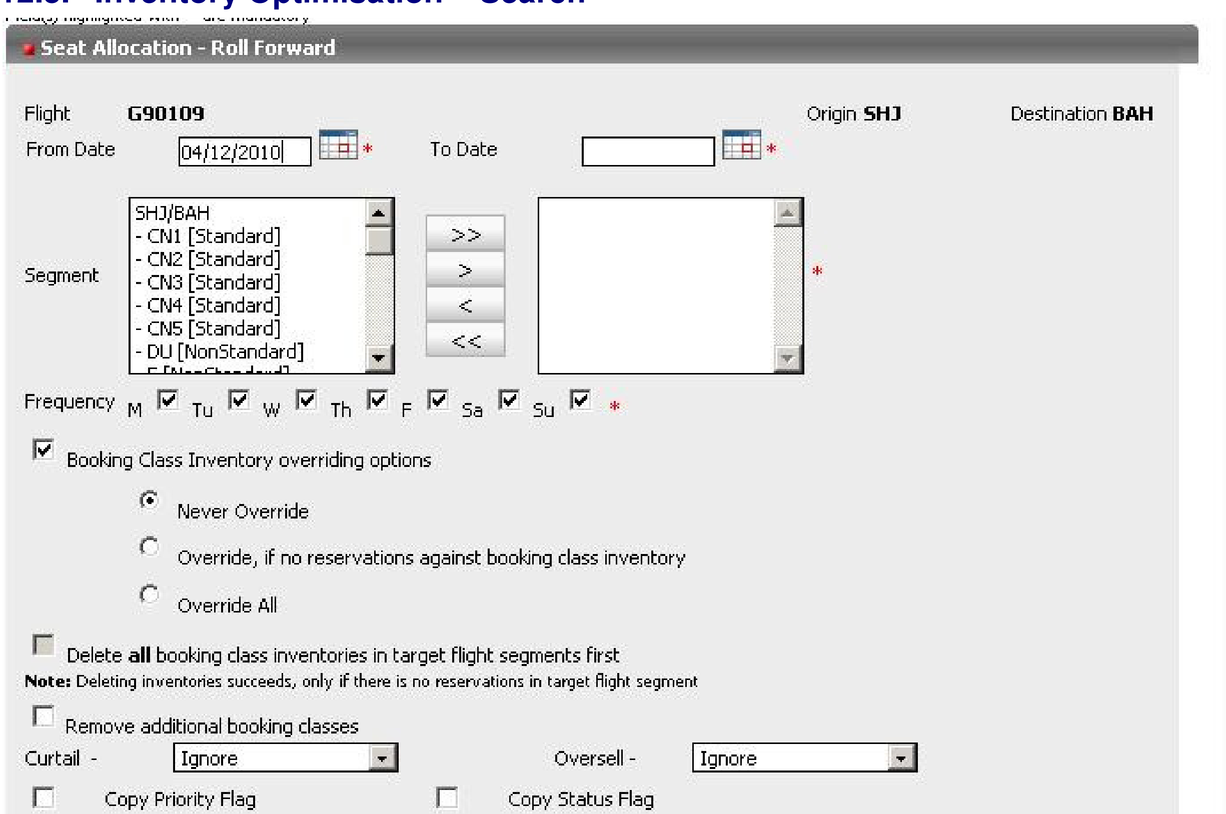


Figure 57

Functionality	To view and optimise multiple Flights at a time with additional filter criteria.
Pre-Condition(s)	▪ Flights with seat allocations should be available
Steps	Search Flights ▪ Enter the search criteria and click on the '**Search**' button to retrieve the records. ▪ Records can be filtered to view multiple O&Ds, for selected Booking Classes, with available seats with less than a define number (at segment level or BC Level) or with available seats more than a defined number or BC's available to a specific Agent etc.
Validation	Common validation(s)

12.6. Inventory Optimisation

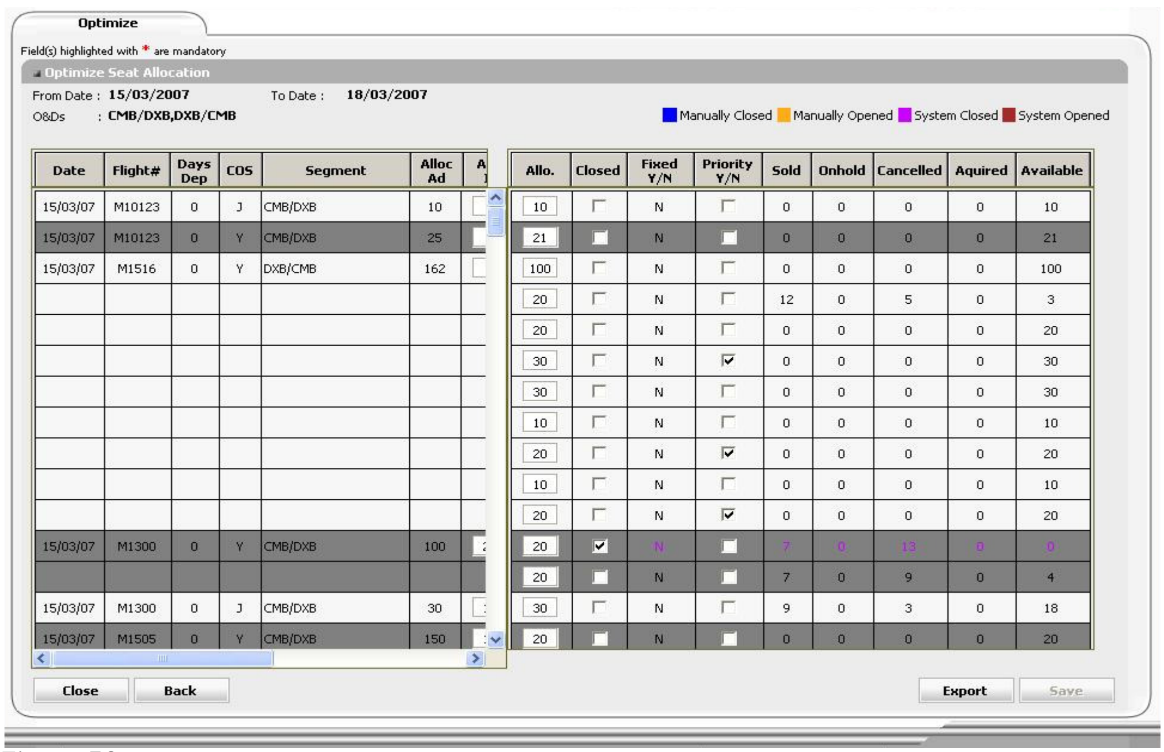


Figure 58

Functionality	To view and optimise multiple Flights together.
Pre-Condition(s)	▪ Flights with seat allocations should be available ▪ Maximum number of Flights displayed from search should be defined as a system parameter
Steps	Manage Segment & Booking Class Level Inventory • Oversell ➔ If extra seats are to be sold (more than the capacity of the Aircraft) 'Oversell' can be defined. Available seats to sell would be increased

	• Curtail ➔ If seats are to be held back without selling 'Curtail' can be defined. Available seats to sell would be decreased. For a multi segment Flight, curtail defined for a segment is applied only to that segment. If the segment is intercepted with other segments, available of other segments would not be reduced. i.e.: Flight is from CMB/DXB/LHR So there would be 3 segments and if tickets sold on all 3 segments, seat allocations can be defined for CMB/DXB, CMB/DXB/LHR & DXB/LHR. If seats are not curtailed in any of the segments, system would start selling from all 3 segments in equal priority and airline may not get the best Yield out of the Flight. To avoid this, a priority could be given to CMB/DXB/LHR segment and therefore curtailing 50 seats from DXB/LHR and CMB/DXB. • Allocations, flags of BC's can be changed from this view. For each BC, following can be done: - Increase/Decrease Allocations - Change Priority: By default all BC's are non-priority. Refer **Inventory Behaviour Rules** section for more details on the behaviour of the Priority Flag. - Increase/Decrease Acquired: When a Flight is opened for sales, as per the nesting and seat acquire rules, system would automatically update the seats Acquired from other BC's. Users can reduce or increase these allocations as require. - Close/Re-open BC's – Depending on the requirements, BC's can be manually closed or re-opened. Refer **Inventory Behaviour Rules** section for more details on the behaviour of the Close Flag. • Once the overrides are completed, click on the '**Save**' button to save the changes. Export details to Excel • If information to be used for further analysis, details can be exported to excel by clicking on '**Export**' button
Validation	Common validation(s) o When allocations at Segment and BC level overridden, system will display an error if the current (sold + on hold) seats > new allocation

12.7. Inventory Behaviour Rules

12.7.1. Inventory booking Classes (BCs) – Selling & Closing Rules

- Non-Standard BC's – Seats would be sold from the cheapest BC first. Once the availability is 0, BC would be closed

- Standard Nested BC's – Seats will be sold from the lowest nest ranked BC. When there are nested and non-standard BC with available Fares, system will compare the lowest nest rank fare against the cheapest non-standard BC and will give the cheapest Fare to user.

- Standard, Nested, Segment type BC's – Seats will be sold from the lowest nest ranked BC and when available seats are insufficient, System will nest with the next nest ranked segment type BC. Previous BC will be closed. Seats will be nested out to the next BC and marked as Sold against the higher nest rank BC.

- When all the lower ranked standard BC's with Segment Fares are closed and segment seats are starting to sell from higher ranked standard BC's than that of connection/return BC, System will automatically close standard connection/return BC's.

- This closing of connection/return BC as per the above rules is done only if these BC's are not manually open.

- Reopening of connection/return BC is done only if at least one lower ranked standard BC exists with segment fare.

- Above auto close logic is applied for only standard BC's and it should have at least one fare attached to it in order to participate in above behaviour.

- When a given booking class linked to one or more fare types (ie: segment fare, connection fare and return fare etc), BC should be defined as an Allocation Type='Combined'.

- For any given combined allocation type BC with connection fare only, if all the lower ranked BC's with segment fare are closed, then this BC would be automatically, provided the BC is not manually open and there is at least one higher ranked open BC with segment fare. This closure does not apply to a combined BC linked to both segment and connection fares.

12.7.2. Inventory Booking Classes – Acquire Rules

- Priority Booking Classes in Flight – Cancelled seats always comes to same BC, if the BC is still open irrespective of standard/non-standard flags.

- Standard, Closed, Non-priority BC's – Seat goes to the next higher ranked open standard BC having same allocation type as the BC from which seats are cancelled.

- Non-standard BC's without priority and if BC is open seat comes to the same BC

- When a seat is cancelled from a booking and released to a priority BC with connection fare only which is closed connection BC closure rules or due to availability zero, this BC would only be re-opened if all the lower ranked BC's with segment fare are closed. This is an extension to general BC re-opening logic. And this extension does not apply to a combined BC linked to both segment and connection fares.

- When a seat to be acquired, System should look for a appropriate BC to acquire in following order:
    - Same BC is still open, then acquire
    - Same BC is Closed, but priority and auto closed, then acquire & re-open
    - If there is a Current open Standard BC, then acquire
    - If there is a Current open non-standard BC, then acquire
    - If all BC's are closed, acquire into the BC with highest allocation, if manually closed not re-opened.

- Non-standard, non-priority BC - Cancelled seat is released to the first BC found from the followings in the given order.
    - Standard, Open, lowest nest ranked BC
    - Standard, priority, highest nest ranked BC
    - Non-standard, Open, priority, highest allocated BC
    - Non-standard, Open, non-priority BC, highest allocated BC
    - Non standard, priority, highest allocated BC
    - Same BC from which seat was sold

- The above logic is applied irrespective of whether BC is open or closed. If the BC to which seat is released is not the same BC as selling done and it's not manually closed, then the BC get open.

- Re-opening of BC's with segment fare due to seat acquisition due to cancellations, would not initiate re-opening of BC's with connection fare which are closed by connection BC closure logic

- The above scenarios for BC's with connection fare are applied to BC's with return fare similarly.

- When a seat cancelled from a BC, it should be re-opened only if the BC is a priority. However, if the BC is priority but manually closed, it should not be re-opened.

13. PRICING

13.1. Fare Rules

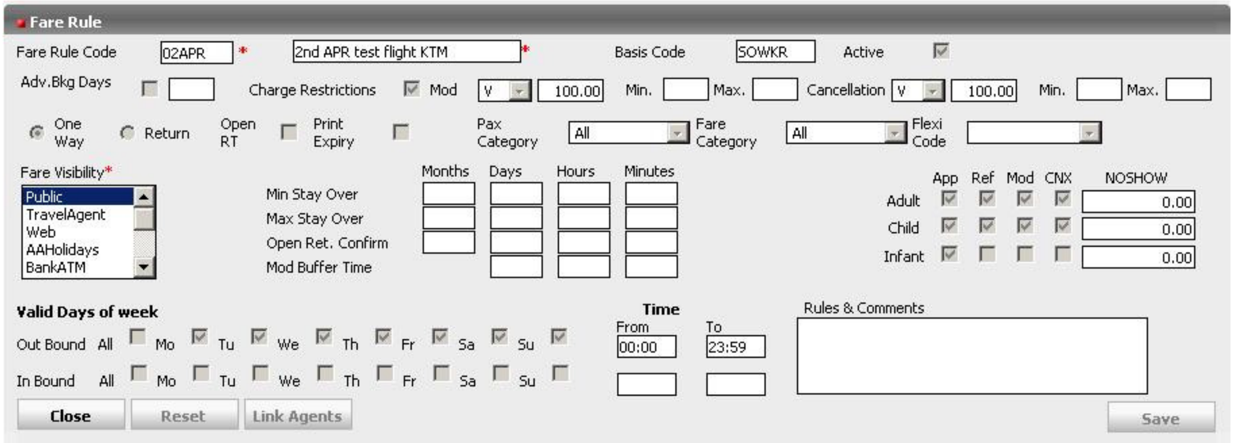


Figure 59

Functionality	To create, modify, view & delete Master Fare Rules
Pre-Condition(s)	▪ Default MOD & CNX charges should be defined ▪ Fare Visibility channels should be available ▪ Agents should be available ▪ Fare Applicability, refundability, Modification & Cancellation charges rules for the Airline could be pre-defined with default values.
Steps	Add new Fare Rule • Click on '**Add**' button to enable the Add Fare rule area. View existing Rules ▪ Select Fare Rule Code and click on '**Search**' to retrieve the records. Change Details of an Existing record ▪ Click on the record for editing and click on '**Edit**' button Delete Master Rules ▪ Select the record on the grid and click on '**Delete**' button. Link Agents for a 'Agent Visibility' Rule ▪ Click on '**Link Agents**' button to link the agents View Agent wise Rules ▪ Click on the '**Agent wise Rules**' to filter and view what are the rules assigned to specific Agents Charge Restrictions If a modification (MOD) or cancellation (CNX) charges to be applied for a fare using this rule, default charges should be defined. System level defaults can be defined in the Charge code MOD & CNX codes. Fare Visibility This indicates for which parties Fares & seats linked to this rule is made visible. - Public ➔ All users (Web, Agents) - Travel Agent ➔ Travel Agents should be linked. Made available to only the selected Travel Agents

	- Web ➔ Made available to IBE (Online) Users PAX Category ○ When the PAX category wise fares are enabled this field would be enabled. Else default 'A=All' would be displayed. ○ Currently supported categories are 'Local' and 'Foreigner'. Fare Category ○ When Fare Category selection is enabled, this field would e enabled. Else, default 'A=All' would be displayed. ○ Currently supported categories are 'Normal' and 'Restricted' fares. Restricted fares carry particular constraints regarding modifications for a reservation once made using this category. Rules & Comments ○ Rules and comments can be printed on itinerary and displayed in the reservations modules with a configuration. When enabled, information keyed in 'Rules & Comments' Fare Applicability by Passenger type ○ Fare rules can be defined with applicability to Adults, Children and Infants. ○ By PAX type, refundable (creditable) flag should be defined. ○ By pax type, if cancellation (CNX) and Modification (MOD) charges are applied should be defined. Note: Only 1 MOD & CNX charge amount is allowed to be defined for a rule Refundable (Creditable) If a Fare defined as refundable (checked), when a booking made using this rule is modified or Cancelled, calculated payment would be made available to Customer to re-use. Modification Buffer Time • By default all Fare rules created with the Airline modification buffer time. • If a special far rule required with higher modification buffer time, 'MOD Buffer time' parameter can be set up • Special fare rule 'Mod Buffer Time' should be higher than airline level buffer time.
Special Notes on Usage	▪ All Fare rules created from this screen are treated as 'Master Fare Rules'. ▪ A master fare rule can be utilised in the system to define any number of Fares. ▪ When a Master Fare rule is modified, changes will be applied to all fares using the rule ▪ Any 'Ad-hoc' rules created while constructing a Fare cannot be maintained from this screen ▪ Rule level Modification buffer time should not be less than the Airline level modification buffer time.

Validation	Common validation(s)

13.2. Charges

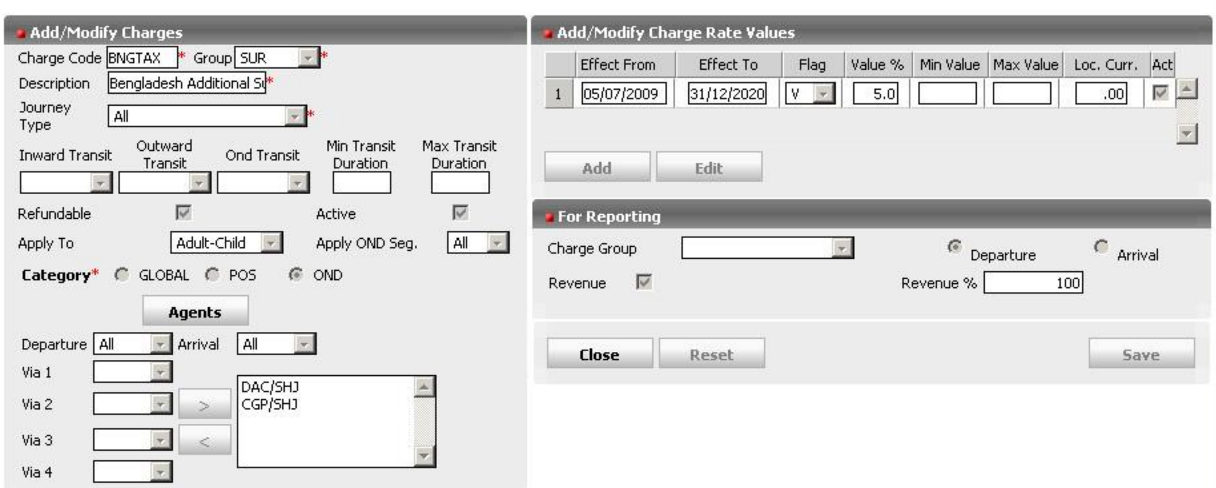


Figure 60

Functionality	To create, modify, view and delete Charges
Pre-Condition(s)	▪ Airports defined as 'Online' should be available ▪ System provided charges such as MOD (Modification), CNX (Cancellation), INF(Infant Surcharge), ADJCHG1 (Adjustments), ADJCHG2 (Adjustments) & ESU (Credit card handling charge) codes should be available
Steps	Add a new charge • Click on '**Add**' button to enable the Add/Modify Charges area. View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records Change Details of an Existing record ▪ Click on the record for editing and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. Charge Types ▪ Three types of Charge categories can be defined ○ Global ➔ These charges would be applied to all Fares (i.e.: For a Connection Fare, applied once. For a segment Fare collection, applied for each segment Fare) Fuel surcharge should be defined as global charge ○ O&D ➔ These charges can be defined with the O&D pairs to which the charge should be applied. Airport taxes & Surcharges should be created as O&D. If an airline operating from CMB and flying to SIN, KUL and BKK: When CMB airport tax is defined, O&Ds should be defined as CMB/All, SIN/CMB/All, BKK/CMB/All, KUL/CMB/All

	○ POS ➔ When a charge is applied for bookings done by a specific station, it should be created as POS charge. Additionally, if the charges to be applied to selected O&Ds, these also could be defined.
	
	Apply To
	▪ When charge code is defined, it is possible to define the passenger types that the charge is to be applied to.
	
	Apply OND Segment
	▪ To define if a charge to be applied to every segment in a booking or only to first segment or only to the last segment in the booking
	
	Journey Type
	▪ To define if the Charge to be applied based on Fare or to be applied based on the Transit rules
	  ▪ 'All'=Apply based on the Fare regardless transit time
	  ▪ 'All Excluding Short Transit' =Taxes an Surcharges are applied for connection bookings if transit duration > "Min Chargeable Transit Duration (HH:mm)" (From application parameters)
	  ▪ Charge codes for Airport taxes should be defined as OND and should include connections also. (i.e.: CMB Airport tax, CMB/All, SHJ/CMB/All etc)
	
	Rates
	▪ For a charge, multiple rates can be defined for different effective date ranges
	▪ A rate could be a fixed value or a % of the Fare

Special Notes on Usage	From the UI, only charge type TAX & SUR could be created. Infant Charge rate should be defined under code defined under group INF.
Validation	Common validation(s)

13.3. Fares

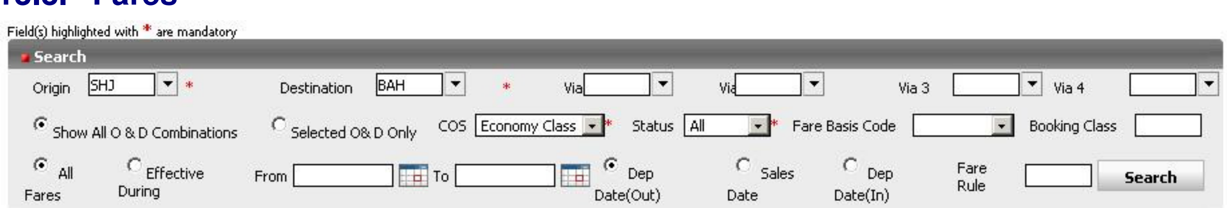
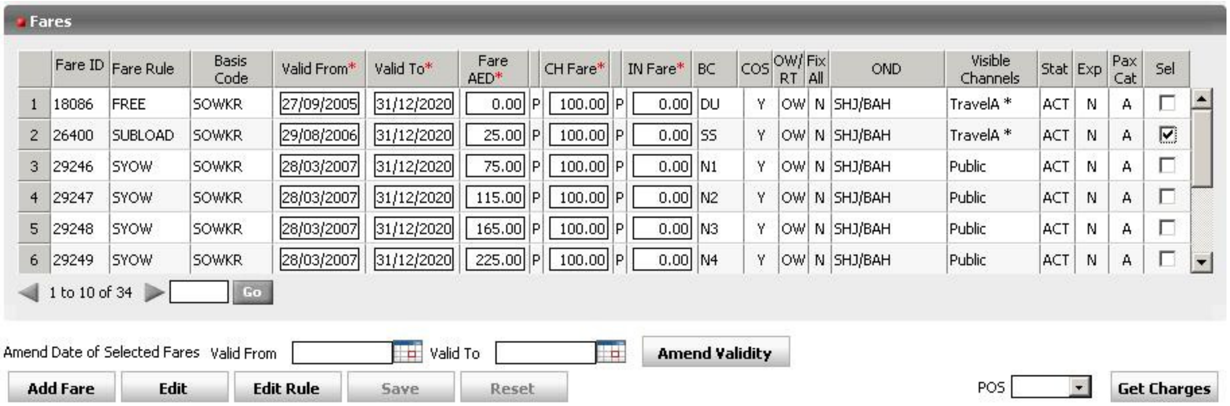


Figure 61



	Fare ID	Fare Rule	Basis Code	Valid From*	Valid To*	Fare AED*		CH Fare*		IN Fare*	BC	COS	OW/RT	Fix All	OND	Visible Channels	Stat	Exp	Pax Cat	Sel
1	18086	FREE	SOWKR	27/09/2005	31/12/2020	0.00	P	100.00	P	0.00	DU	Y	OW	N	SHJ/BAH	TravelA *	ACT	N	A	
2	26400	SUBLOAD	SOWKR	29/08/2006	31/12/2020	25.00	P	100.00	P	0.00	SS	Y	OW	N	SHJ/BAH	TravelA *	ACT	N	A	
3	29246	SYOW	SOWKR	28/03/2007	31/12/2020	75.00	P	100.00	P	0.00	N1	Y	OW	N	SHJ/BAH	Public	ACT	N	A	
4	29247	SYOW	SOWKR	28/03/2007	31/12/2020	115.00	P	100.00	P	0.00	N2	Y	OW	N	SHJ/BAH	Public	ACT	N	A	
5	29248	SYOW	SOWKR	28/03/2007	31/12/2020	165.00	P	100.00	P	0.00	N3	Y	OW	N	SHJ/BAH	Public	ACT	N	A	
6	29249	SYOW	SOWKR	28/03/2007	31/12/2020	225.00	P	100.00	P	0.00	N4	Y	OW	N	SHJ/BAH	Public	ACT	N	A	

Figure 62

Functionality	▪ To create, modify and view Fares ▪ View charges that would be applicable to a O&D ▪ To create agreed segment fares for interlined airline segments (Using INTERLINE booking codes) ▪ To create GOSHOW fares (Using GOSHOW booking codes)
Pre-Condition(s)	▪ Airports should be available ▪ Fare Rules should be available ▪ Booking Classes should be available ▪ Agents should be available ▪ GOSHOW and INTERLINE booking classes ▪ Parameter setting of if Child and Infant fares to be defined separately
Steps	View existing Fares ▪ Enter search criteria and click on '**Search**' to retrieve the records View Charges applicable to a O&D ▪ Click on '**Get Charges**' button to view the charges. ▪ To view Charges that would be applied from a specific POS, select the POS from the drop down before click on '**Get Charges**' Add Record ▪ Click on '**Add Fare**' button to add a new Fare Change Fare Rule details of an existing Fare ▪ Select the Fare by checking it and Click on '**Edit Rule**' button Change Amount and/or dates of selected Fares ▪ Select the Fares to be modified by checking them and Click on '**Edit**' button ▪ Base Amount, Child Fare, Infant Fare, From date and To date fields will be enabled ▪ Press '**Save**' button to update the changes Amend 'To' date or 'End' date of selected Fares ▪ Select the Fares to be modified by checking them and type the 'Valid From' date and/or 'Valid To' dates as required and click '**Amend Validity**' button ▪ Selected Fares in the grid will reflect the new dates ▪ Press '**Save**' button to update the changes Valid dates could be departure dates or sales dates. Display would depend on

	the search criteria.

	Add Fare
	▪ Create a One way Segment Fare
	  ○ Key in the Origin & Destination (i.e.: SIN/CMB)
	  ○ Select a Segment or Combine BC
	  ○ Select a One way Master Fare Rule
	
	▪ Create a Return fare for a segment
	  ○ Key in the Origin & Destination (i.e.: SIN/CMB)
	  ○ Select a Return or Combine BC
	  ○ Select a Return Master Fare Rule
	
	▪ Create a One way Connection Fare
	  ○ Key in the Origin, Destination & Via point (SIN/DXB, via CMB)
	  ○ Select a Connection or Combine BC
	  ○ Select a One way Master Fare Rule
	
	▪ Create a One way interline Connection Fare
	  ○ Key in the Origin, Destination & Via point (MCT/SIN via SHJ & CMB)
	  ○ Select a Connection BC
	  ○ Select a One way Master Fare Rule
	
	▪ Create a return fare for a connection
	  ○ Key in the Origin, Destination & Via point (SIN/DXB, via CMB)
	  ○ Select a Return or Combine BC
	  ○ Select a Return Master Fare Rule
	  ○ Similar to this, interline return fare could be defined
	
	▪ Effective date range should not conflict with a similar fare already defined
	
	▪ Fare must be defined with 'Base Amount', Child and Infant Fares could be defined as a fixed value or as a percentage of the base fare.
	
	▪ When creating a Fare, if the fare amounts for the reverse journey s the same, check the 'Create Return Fare' flag to create a Fare for the reverse O&D also
	
	▪ To view the rule details of the selected Master Rule, click on **'Add'** button
	
	▪ If an existing Master rule cannot be used, click on '**Ad-Hoc rule**' and System would allow creating the rule details for the Fare.
	Or select a Master Rule and click on '**Edit Rule'** if any specific changes to be done to the Fare.
	
	▪ Ad-Hoc rules will be linked to a specific Fare and would not be able to re-use.
	
	▪ If the Fare rule visibility includes 'Travel Agent', 'Link Agents' button will be enabled
	
	▪ Click on the **'Link Agents'** to view the Agents assigned. In view mode,

	‘**Update**’ button would not be enabled. ▪ Click on ‘**Save**’ button to save the Fare Add a GOSHOW Fare ▪ Same as in creating a normal fare, except for that BC should be the ‘GOSHOW’ booking Class Add a INTERLINE Fare ▪ Same as in creating a normal fare, except for that BC should be the ‘INTERLINE’ booking Class. This fare would be used in the reservation system when apportioning the fares for interlined segments
Validation	Common validation(s) ▪ If two Fares are defined with same rule, Booking Class and if any dates are overlapping, system will display an error message. ▪ If the O&D combination, BC and Fare rule not matching, system will display an error

14. AGENT ADMINISTRATION

Agent Administration functionality can be accessed from Agents/Call Centre Application menu "Admin Agents".

Agent Management functionality Include:

- Manage GSA/Agents
- Agent/GSA Record/Settle
- Email Invoice
- View Invoice

14.1. Airline/GSA/Travel Agent Profiles

Search

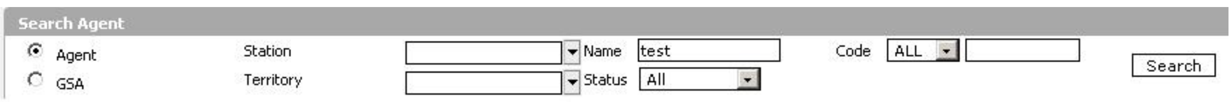


Figure 63.

Manage Agents

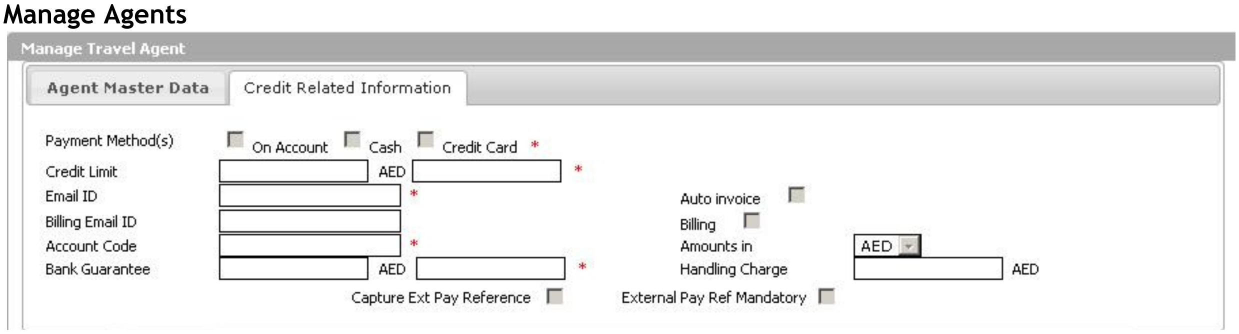


Figure 64.

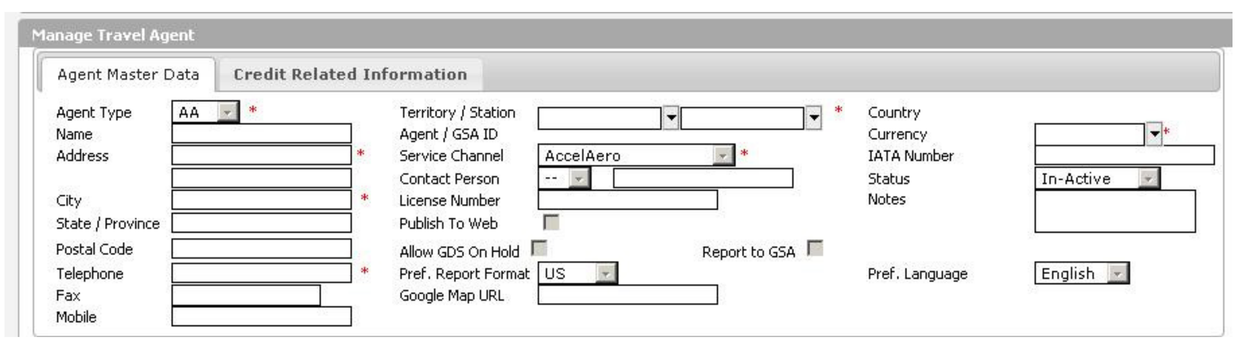


Figure 65.

Functionality	To add/edit/delete Agent profiles for all airline locations and to view/adjust Agent credit limits. For all Airline office locations, GSAs, Travel Agents, Sales offices and Co-operate Accounts an Agent profile should be created. ▪ Airline Head office ▪ Call Centre/s ▪ GSAs

	▪ Travel Agents ▪ Sales Outlets ▪ Co-operate Account Agents A GSA could be given the privileges to manage reporting agencies with or without the rights to update credit limits for reporting Agents. Agent data is split into 2 tabs as "Agent Master Data" and "Credit Related Information".
Pre-Condition(s)	▪ Agent type is used throughout the system to group Agents for reporting etc. For the Airline offices, Agent type should be defined in the Application parameter table. (i.e.: AA) ▪ When the system is installed for an airline, should identify the agency types that would be allowed to manage credit. 'Credit Limit' enabled Agent Types should be defined. i.e.: AA➔ No GSA➔ Yes etc ▪ If an Airline wishes to record all agent transactions in Agent currency and define credit limits in local currency, this should be enabled in application parameters ▪ If sales data to be extracted to a 3rd party Finance system, and as a standard account code is pre-fixed with a code, application parameter table should be updated with the prefix value.
Steps	Add new Agent Profile ▪ Click on '**Add**' button and enter required details View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records. o Example: - ▪ Select Station for the Agent search • If Agents to be filtered by name, enter agent name ▪ Select Territory for the GSA search. Change Details of an Existing record ▪ Select the record on grid and click on '**Edit**' button to edit the record. Delete records ▪ Select the record on the grid and click on '**Delete**' button. • A single GSA should be defined for each Territory. • Each Agent should be linked to a station. • When a Travel Agent is reporting to a GSA, in the Agent profile, check on the 'Report to GSA'. System will identify the GSA. (From the Agent station, system will get the territory station is linked to)

	• For Agent Types with 'Credit Limit' enabled, credit limit and 'On Account' payment method should be checked. • When editing an Agent profile, if the credit limits to be adjusted, click on the Agent record in the grid and click on the '**View/Adjust Credit Limit'** button. • Capture External Payment Reference This is additional payment reference capture is to be enabled for an Agent. When this is enabled, additional text box is displayed next to "On Account" payment option in Agent payment page. Reference capture could be made mandatory by agent wise. • Preferred Language - This is when multiple languages are enabled, default language for an Agent user to print the itinerary. • Preferred Report Format – 2 options are available and this will depend on user operating system configurations as well. US Format – Amount formatting with decimal as '.' And thousand separator as ','. ie: 90,000.00 EUR Format – Amount formatting with decimal as ',' And thousand separator as ','. ie: 90.000,00
Special Notes on Usage	• When credit limit could be defined in Agent currency, base currency credit limit would be auto calculated as per the defined currency conversion rates. Also, when credit limit is defined in agency currency and if at any given time, currency conversion is changed, system would automatically update the base credit limit. • More than 1 Email ID can be defined by putting a comma separator (,) between email IDs. • Billing Email IDs are used to send invoices. If the Billing Email IDs are not same as Email IDs uncheck the 'Billing' check box and user would be allowed to key in different email address. • Agent code is a system generated number. Agent code would be the station code + running sequence number. This is applied to all Agent types, except for GSA type. GSA code would be GSA+ running sequence number. • Once an Agent is created, code cannot be changed. • For each Agent profile, allowed payment methods must be checked. If the Agent type is without 'Credit limit' facility, then 'On Account' (OA) would not be allowed.

	• When User profiles created for the Agent, they could be assigned with different payment options through privileges. In the reservation module, system will enable only the payment options where Agent and User both are assigned. i.e.: Agent is allowed with 'On Account' and 'Credit Card'. User1 is created with 'On Account' privilege only. So when User1 log into the reservation system, only 'On Account' payments would be enabled. • When an Agent profile is 'Inactivated', all users belonging to the Agent would not be allowed to log into the System. • For Agents with 'Credit Limit' and 'On Account' payment methods, reservation module would allow to carry out sales up to the available credit limit. Once an agent utilise the assigned credit limit, a payment must be made. • When an Airline wishes to hand over the reporting agent management to a GSA, all new agents created by the GSA user would be automatically linked to the GSA. o GSA could be allowed to create new agents with or without defining credit limits o All new agents created by a GSA would be automatically linked to GSA o All reporting agents of a GSA should have the same operational currency • Agents could be black listed manually or through a scheduler depending on the payment default rules
Validation	Common screen validation(s) • If account codes to be defined with a pre-fix, (as per the rule in Application parameters) account code would be validated.

14.2. Adjust Credit Limit

Credit Adjustments

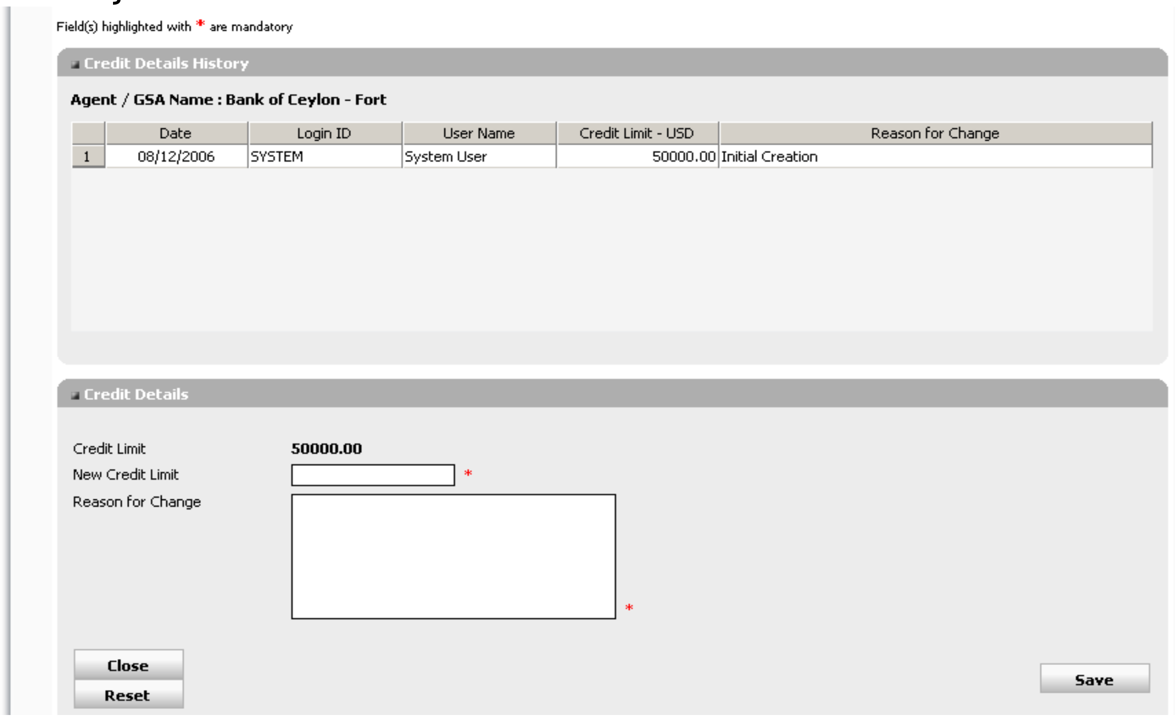


Figure 66.

Functionality	**To adjust Agent credit limit or to view the credit limit adjustment history.**
Pre-Condition(s)	▪ None
Steps	View existing Details ▪ When the page is loaded, all existing credit history details would be displayed. Change Details of an Existing record ▪ Overriding of an existing value is not allowed ▪ Key in the new Credit limit and the reason for change and click on **'Save'** For an Agent, if credit maintained in Agent currency (Local), then credit adjustments also needs to be maintained in local currency.
Special Notes on Usage	When credit limit is adjusted, User will not be allowed to adjust the credit limit to be less than the outstanding balance (due)
Validation	Common screen validation(s)

14.3. View Invoice

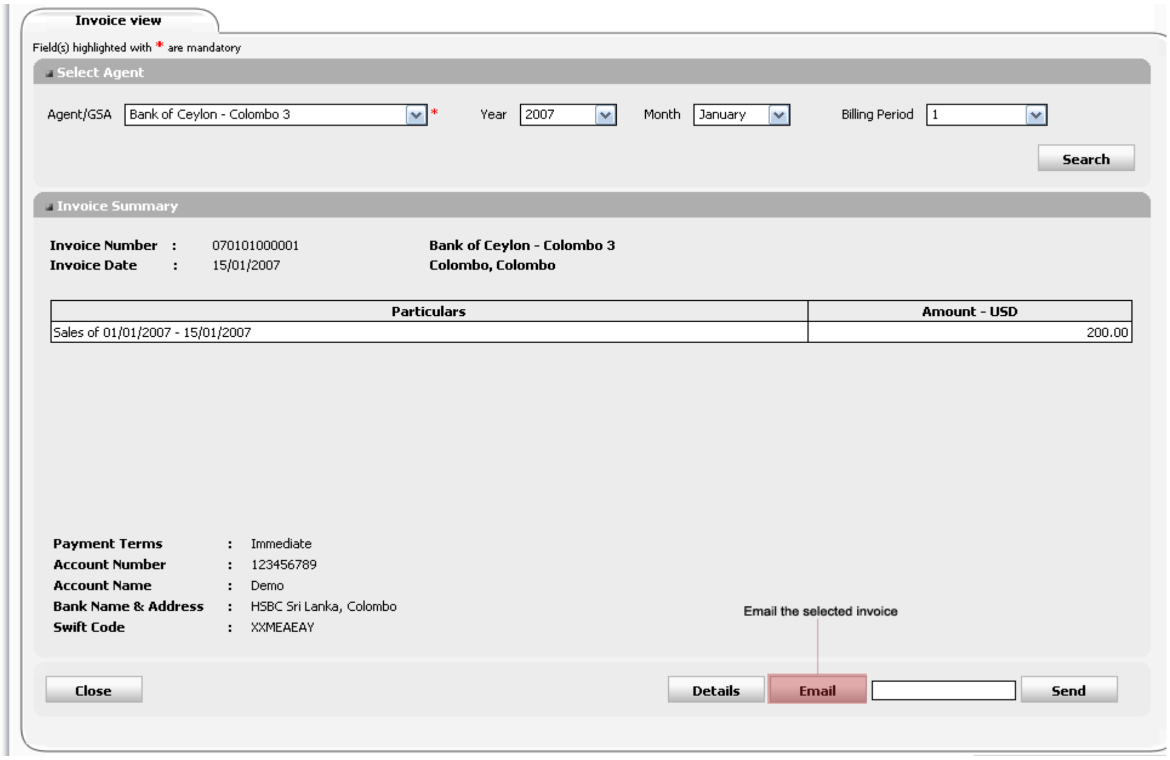


Figure 67.

Functionality	To view invoice details of individual Agents and to email the summary and detail invoices to Agents.
Pre-Condition(s)	Invoice generation scheduler job should have generated the fortnightly invoices. Scheduler job is triggered by the system on 15th mid night and on the last day of the month.
Steps	View existing Details ▪ Enter search criteria and click on '**Search'** to retrieve the records. Details • To view the details of reservations created for the period, Click on '**Details**' button Email • Click on the '**Email**' button to email copies of Invoice summary and the detail documents to all email ids' defined as 'Billing Email' address in the Agent profile. Send • User can send the Invoice to email id that is not defined as 'billing email' in the Agent profile. Key in the email id in the space provided and click '**Send**' button.
Special Notes on Usage	• There is another UI to view multiple invoices and email as a batch • Invoice periods are identified as 1 & 2. For each month, 1st fortnight

	would be 1 and 2nd fortnight would be 2. • Payment Terms, bank details printed/displayed in the invoice summary is taken from the Application parameters. • Invoice Amount = Total Sales during the period – Total refunds during the period
Validation	Common screen validation(s)

14.4. Email Invoice

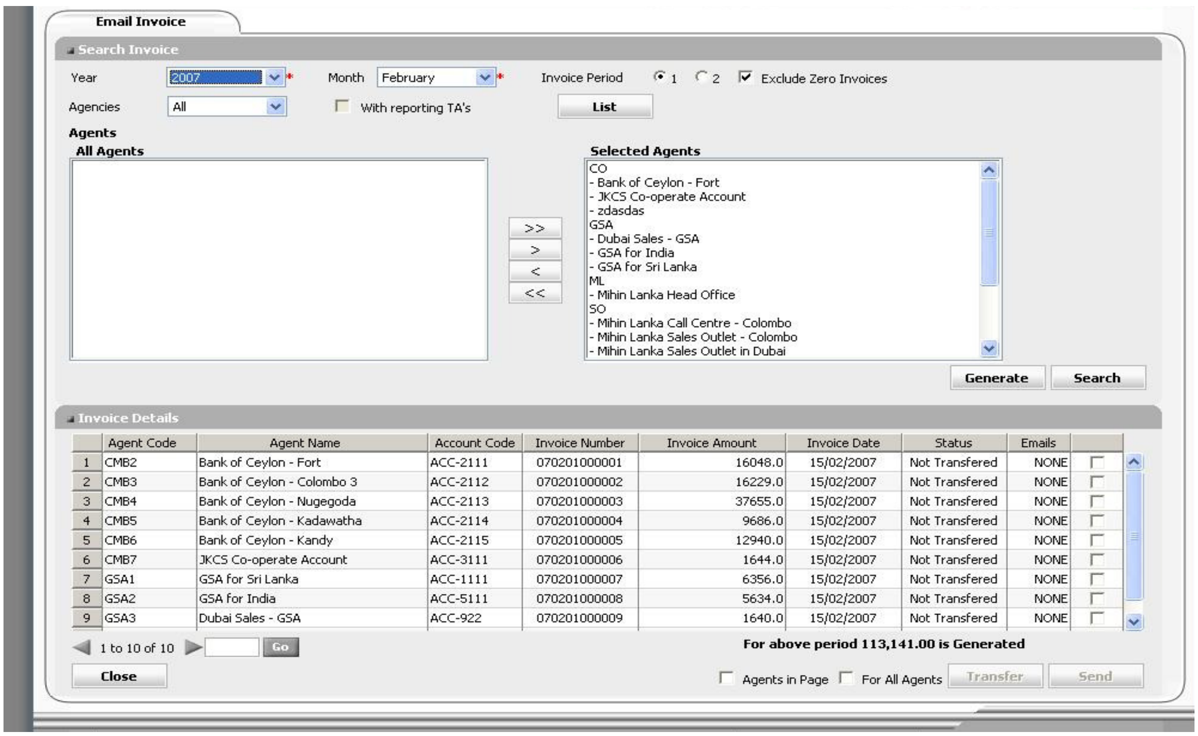


Figure 68.

Functionality	To view invoice details of multiple Agents for an invoice period and to email the summary and detail invoices to all, selected Agents. Also, using this UI, user is allowed to transfer/re-transfer invoices to the Finance System export location. This functionality could be given to a GSA to manage reporting Agent invoices.
Pre-Condition(s)	▪ At end of the Invoice period (i.e.: Invoices cannot be viewed or generated before 16th of the month for period 1) ▪ Invoice generation Scheduler Job executed without problems. OR ▪ Invoice generation Scheduler Job not executed or ended with problems.
Steps	Search ▪ Select a valid invoice period and the required agents.

	▪ Select the Agent types to view invoices and click on **'List'** to retrieve the Agent names in the list box. ▪ For GSA type, check on the 'Reporting TA'/'Reporting CO' check boxes to display the reporting Agents of the GSA before click on **'List'** ▪ Uncheck the 'Exclude Zero Invoice' to eliminate the Invoices with Invoice Amount is 0.00 ▪ Press **'Search'** to view the existing invoices Generate ▪ If the invoices for a period are not available, click **'Generate'** to create the invoices Transfer • If the Invoice summary details to be exported to the Finance System, check 'For All Agents' and click on **'Transfer'**.
Validation	Common screen validation(s)

14.5. Payments – Record/Settle

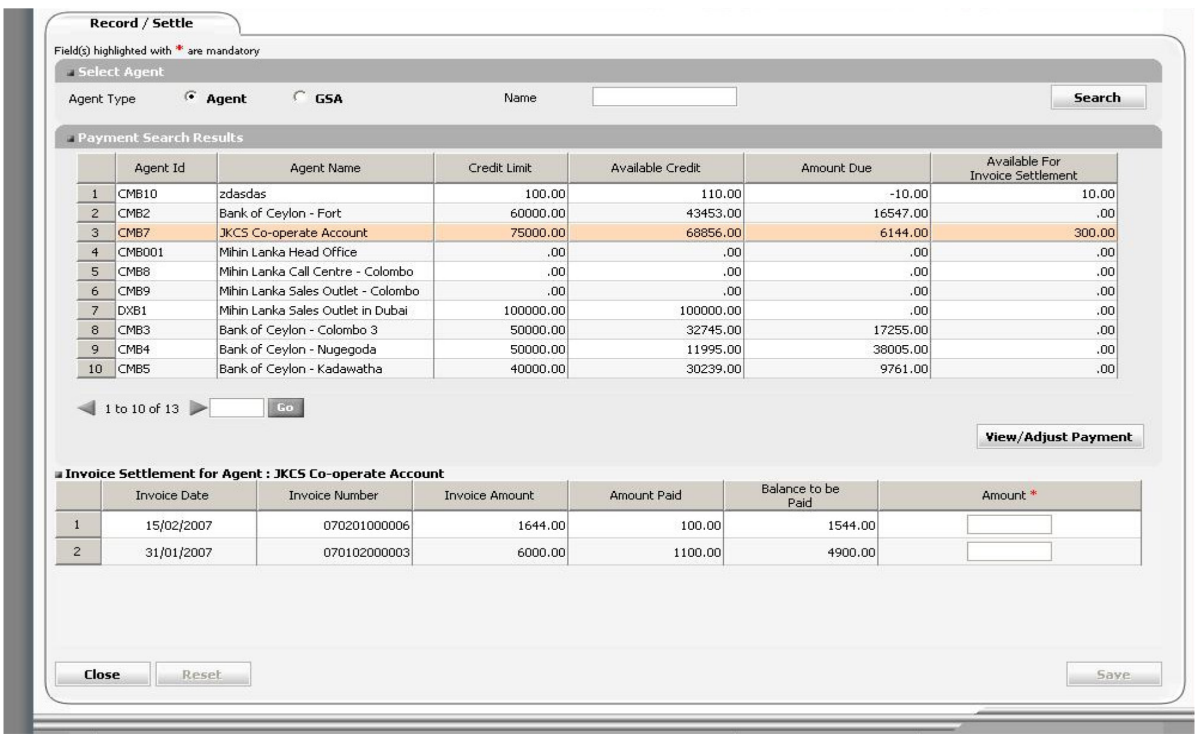


Figure 69.

Functionality	To view Agent account, to record agent collections and to settle invoices with available funds. This functionality could be given to a GSA to manage reporting Agents.
Pre-Condition(s)	▪ Agent Profile must exist ▪ For the invoice settlement, invoices should be generated and there should be funds available for invoice settlement
Steps	View existing Details ▪ Enter search criteria, and click on '**Search**' to retrieve the records. Record Agent Collections ▪ To record a collection (cash/Cheque) or to record a debit/ credit or to make an adjustment, Click on the Agent record in the grid and click on '**View/Adjust Payment**' ▪ A new window would be opened to record the collection details for the Agent ▪ As per the collection, 'Available Credit', 'Amount Due' and 'Funds for Invoice Settlement' values would be re-calculated Settle invoice ▪ To settle invoices, click on the Agent record in the grid. If any invoices with outstanding balance to settle, these would be displayed. ▪ Key in the settlement amount against each invoice. ▪ Click on '**Save**' to update the changes ▪ When an invoice is settled with available funds, the settled amount would be deducted from the 'Funds for Invoice Settlement'
Validation	Common screen validation(s) ▪ When settling invoices, total settlement amount keyed in against all invoices for the Agent must not exceed 'Available funds for Inv Settlement'.

14.6. View/Adjust Payment

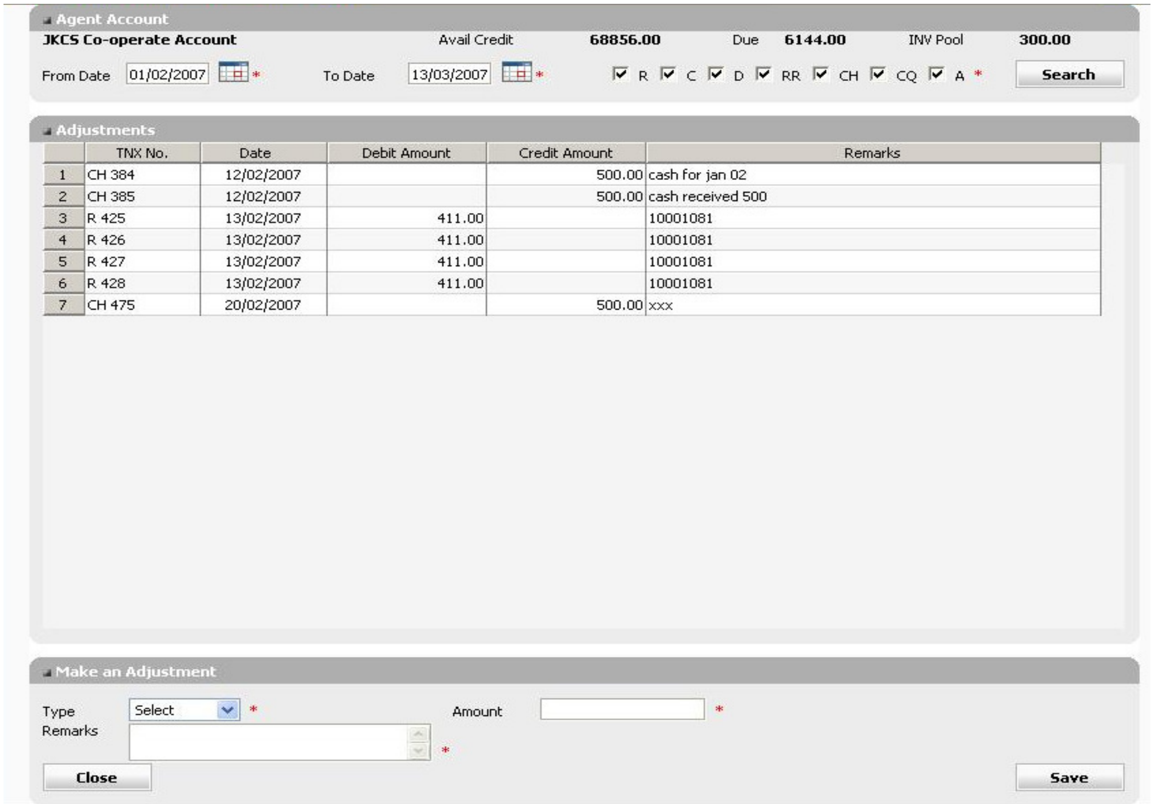


Figure 70.

Functionality	To view Agent transactions and to record agent collections. This functionality could be given to a GSA and when a GSA recording collections from a reporting Agent, system would automatically debit the same amount to GSA account provided there are sufficient available funds with GSA.
Pre-Condition(s)	▪ Agent Profile must exist ▪ Adjustment types should be made available in the configuration. Cash, Cheque, Debit, Credit and Adjustment Collection types are supported.
Steps	View existing Details ▪ Enter search criteria, and click on '**Search**' to retrieve the records. ▪ Check the Transaction types to be retrieved. Place the cursor over each check box to display the tool tip description of each abbreviation. Transaction Types ○ R = Reservation Payments ○ C = Credit Records ○ D = Debit Records ○ RR= Refunds done against Reservations ○ CH= Cash Collections ○ CQ= Cheque Collections ○ A = Adjustments Record Agent Collections ▪ To add a collection, select the type and key in the amount and remark. Collection lists contains:

<table>
<tr><td></td><td>

C = Credit Records
D = Debit Records
CH= Cash Collections
CQ= Cheque Collections
A = Adjustments

Record Agent Collections by a GSA user

GSA user would be allowed to add collections from reporting Agents. GSA user would be allowed only to record ‘Cash Collections’
When a credit is recorded against a reporting Agent, it is allowed only when the GSA’s available credit is sufficient. System will automatically ‘Debit’ GSA with the same amount.

Select the Collection type, key in the Amount and the remarks and click on ‘Save’.
Transaction user id is saved with the record and displayed against the transactions.

</td></tr>
<tr><td>Special Notes on Usage</td><td>

When a collection is recorded, due, available credit and funds for invoice settlement is increased as follows:

<table>
<tr><th></th><th>Transaction Type</th><th>Available Credit</th><th>Due</th><th>Inv Pool</th></tr>
<tr><td>Cash collection</td><td>CH</td><td>↑</td><td>↓</td><td>↑</td></tr>
<tr><td>Cheque collection</td><td>CQ</td><td>↑</td><td>↓</td><td>↑</td></tr>
<tr><td>Debit Transaction</td><td>D</td><td>↓</td><td>↑</td><td>↓</td></tr>
<tr><td>Credit Transaction</td><td>C</td><td>↑</td><td>↓</td><td>↑</td></tr>
<tr><td>+ Adjustment</td><td>A (Credit)</td><td>↑</td><td>↓</td><td>↑</td></tr>
<tr><td>- Adjustment</td><td>A (Debit)</td><td>↓</td><td>↑</td><td>↓</td></tr>
</table>
</td></tr>
<tr><td>Validation</td><td>Common screen validation(s)</td></tr>
</table>

15. TOOLS

15.1. View Daily Cash Sales Details

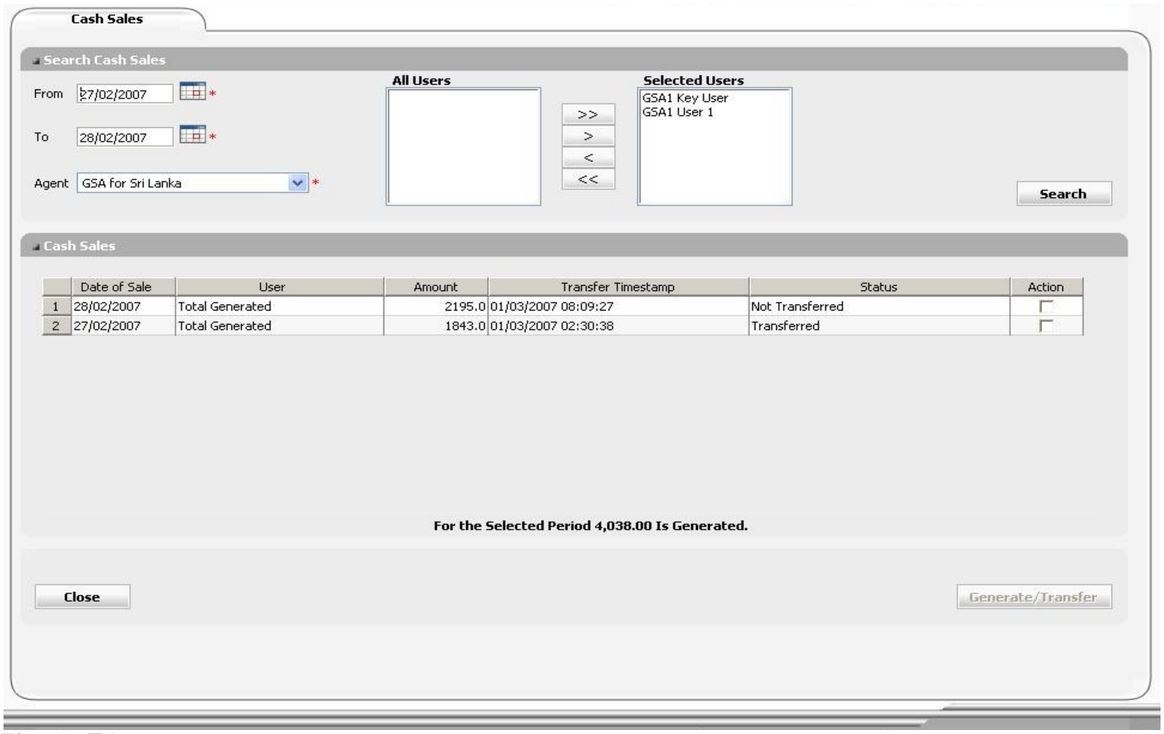


Figure 71

Functionality	To view daily cash collection and to generate in case of a failure or re export to Finance
Pre-Condition(s)	▪ Daily cash collections scheduler job should be executed for previous dates
Steps	View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records Generate Cash sale details if not generated ▪ If the sales not generated, system would display one row in the grid for the date with status 'Not Generated'. ▪ Click on the record and click on 'Generate' button to generate the cash sales details for the date by User Transfer/Re-Transfer Cash sales to Finance ▪ If the transfer has taken place, status would indicate 'Transferred'. ▪ Click on the record and click on '**Transfer**' or '**Re-Transfer**' buttons to transfer the cash sales to Finance
Validation	Common validation(s)

15.2. View Daily Credit card Sales Details

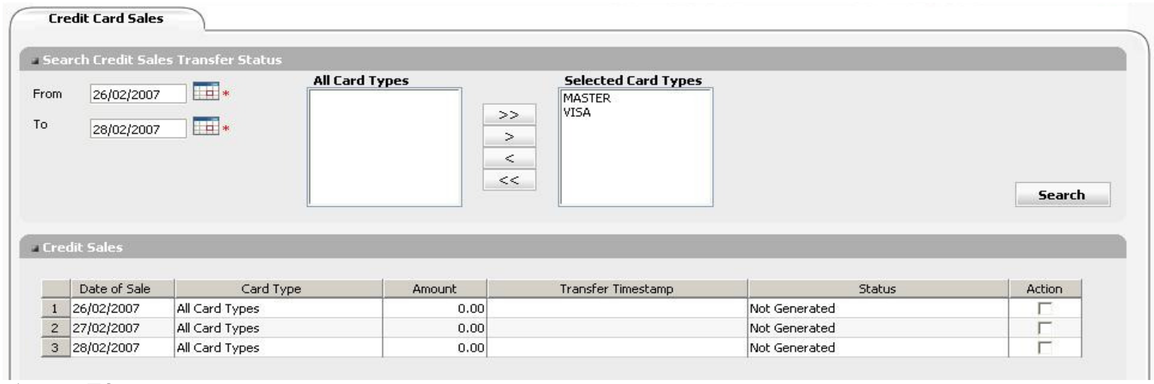


Figure 72

Functionality	To view daily credit card sales by card type and to generate in case of a failure or re export to Finance
Pre-Condition(s)	▪ Daily credit card sales scheduler job should be executed for previous dates
Steps	View existing Details ▪ Enter search criteria and click on ‘**Search**’ to retrieve the records Generate Credit card sales details if not generated ▪ If the sales details not generated, system would display one row in the grid for the date with status ‘Not Generated’. ▪ Click on the record and click on ‘**Generate**’ button to generate the credit sales details for the date Transfer/Re-Transfer Credit Card sales to Finance ▪ If the transfer has taken place, status would indicate ‘Transferred’. ▪ Click on the record and click on ‘**Transfer**’ or ‘**Re-Transfer**’ buttons to transfer the card sales to Finance
Validation	Common validation(s)

15.3. Process PFS Manually

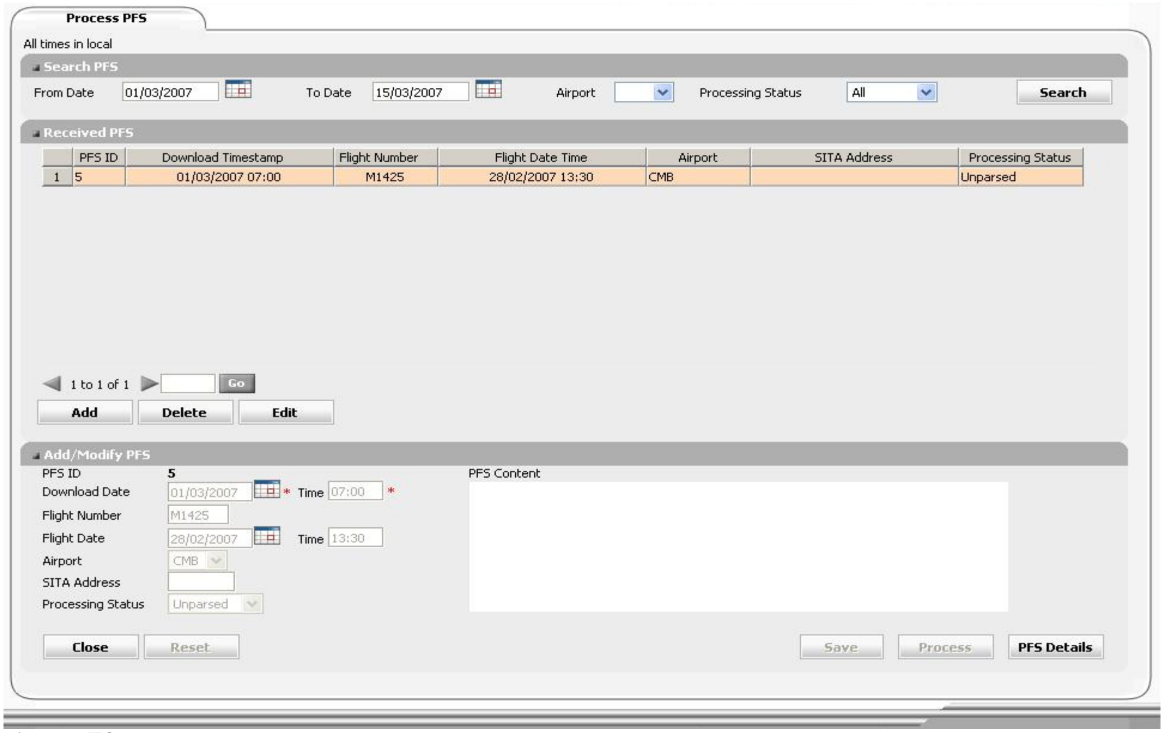


Figure 73

Functionality	To update the PFS details manually when the PFS auto scheduled job is not available or when it fails.
Pre-Condition(s)	▪ Departed Flights should exist ▪ For each departing Airport, , a GOSHOW agent should be defined. ▪ GOSHOW booking class should be available ▪ GOSHOW Fare for the O&D should be available
Steps	View existing Details ▪ Enter search criteria and click on '**Search**' to retrieve the records Add a new Flight Header ▪ To update GOSHOW details, Flight record should be created by click on '**Add**' Enter PAX details for the Flight ▪ Select the Flight in the grid and click on '**PFS Details**' button ▪ A new window will be opened to enter GOSHOW, NOREC and NOSHOW PAX details Process a Flight with PFS Details ▪ Once the 'PFS Details' are entered, select the Flight and click on the '**Process**'. ▪ System will display a message if the update is successful or not PFS Processing Failed due to Errors ▪ Select the Flight in the grid and click on '**PFS Details**' button ▪ Check the status of each PAX details. If status displayed as 'Error

<table>
<tr>
<td></td>
<td>
Occurred', move cursor over the field and check the error displayed as tool tip
▪ Tool tip will indicate the error i.e.: GOSHOW Agent not defined, GOSHOW BC not Found etc

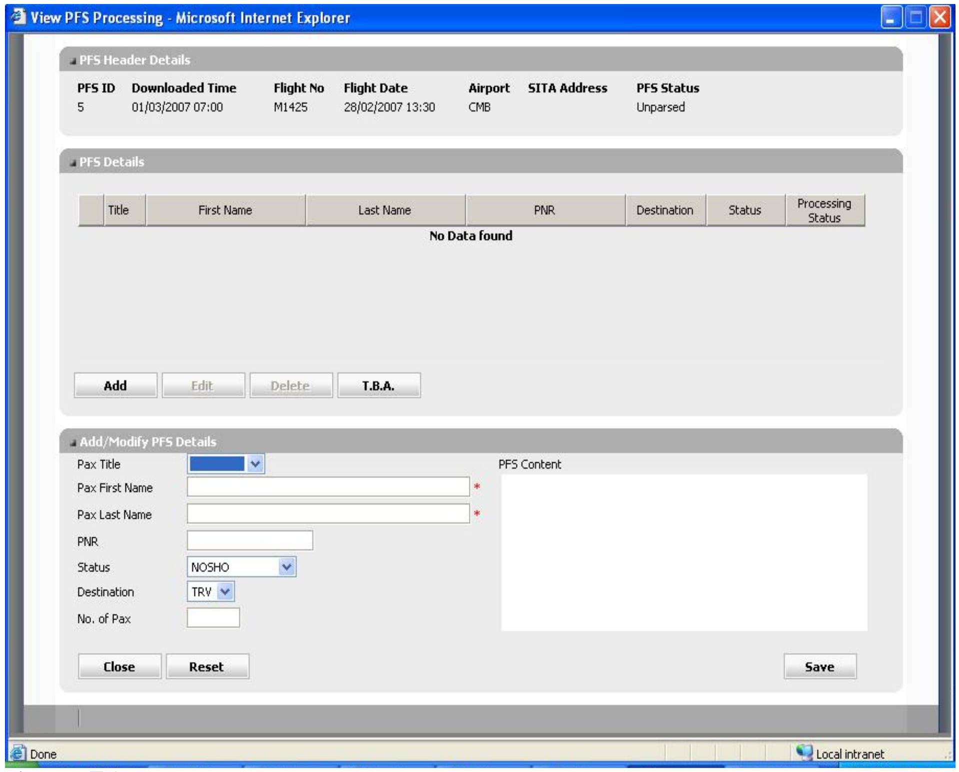
PFS Details


Figure 74

▪ GOSHOW PAX ➔ If the PAX names are known, details could be added by click on **'Add'** button
If the PAX names not known, click on '**TBA**' button to add 'GOSHOW' details without any Names. Using this facility, a group of PAX can be added
▪ NOSHOW PAX ➔ If any PAX in the PNL not turned up, PAX details including a valid PNR number should be entered.
▪ NOREC PAX ➔ If any PAX travelled in the Flight with a PNR that was not in the PNL or used a PNR for another Flight, details should be entered including the PNR number.
▪ Click on '**Close**' button to return to Flight header to 'Process'.
▪ In case of an error situation, once the missing data is created (i.e.: GSA or GOSHOW Fare), select each PAX. Click **'Edit'** and save the PAX record. Error flag would be removed from the PAX, enabling to re-process.
</td>
</tr>
<tr>
<td>Validation</td>
<td>Common validation(s)</td>
</tr>
</table>

16. SCHEDULER JOBS

16.1. Daily Cash Sales

- Executed every midnight
- Daily net cash collection by User is calculated.
- Cash Collection = Total Cash Collection – Cash Refunds
- Automated to export data as a SQL table to a defined location

16.2. Daily Credit Card Sales

- Executed every midnight
- Daily credit card collection by credit card type is calculated
- Credit card Sales for Card Type = Total Collection by Card type – Refunds Against the card type
- Automated to export data as a SQL table to a defined location

16.3. Acquire Expired Credit

- Executed at every midnight
- Any unutilised payments with an expiry date (from the date of Payment) would be updated as acquired and would not be made available in the booking modules to be re-utilised.

16.4. Release On Hold Bookings

- Scheduled to execute at every 30 minutes
- Cancel OHD reservations with expired time stamps
- Release seats back to Inventory as per seat release logic

16.5. Generate PNL

- Scheduled at mid night, for each Flight that a PNL to be sent as per the timings
- Specified number of hours before system sends a Message to SITA addresses of each airport
- Sample PNL

PNL
TR999/24FEB CMB PART1
-LHR07Y
1C/JOSHYAMR .L/22230252 **.I/TR931Y24CDG**
1DESILVA/AMARAMS-**C2**
1GEORGE/YMS .L/22279112
2GEORGE/PAULMR/MARKCHD .L/22281751
1GUNAWARDENA/AMILAMS .L/32270893 .R/OKOB HK1-GUNAWARDENA/AMILAMS
1JOHN/JULEEMS-B2 .L/33195783
1PERERA/HEMANTHAMR-**C2** .L/22282787
1SEBASTAIN/STANLYMR .L/22235190 **.I/TR805Y24DXB**
1PERERA/MATHEWSMR-B2 .R/1INF JOHANNA
ENDPNL

16.6. Generate ADL

- Scheduled at mid night, for each Flight that a ADL to be sent as per the timings
- After the PNL is sent, every hh:mm number of hours, system would send a ADL to the SITA addresses of each airport
- ADL sending is repeated until hh:mm number of hours before departure
- Sample ASL

ADL
TR999/24FEB CMB PART1
-LHR01Y
DEL
1GEORGE/YMS .L/22279112
ENDADL

16.7. Generate Invoices

- Executed on every forth night (15th & last day of the month)
- Total of all on account transactions done by each Agent during the period is accumulated
- Invoice amount = Total On Account Sales – Total on account Refunds
- Automated to export data as a SQL table to a defined location

16.8. Close Flight Segments for Bookings

- Scheduled at midnight for all departures within next 24 hours
- System would close each Segment hh:mm hours before departure

16.9. Process PFS

- PFS processing can be automated if the configurations are done with DCS.
- Once a PFS is processed, GOSHOW, NOSHOW, NOREC & FLOWN PAX would be updated to the Flight and Flight status can be viewed from the enplanement report

16.10. Housekeeping

- Executed every 30 minutes
- If any seats are temporarily blocked out by any reservations, System would release back these to the Flight inventory

14.11. Credit Card Transactions

- This job is executed to resolve issues with part completed credit car transactions
- Executed according to a pre-defined time interval
- All inconsistent Credit card transactions are fetched and a refund action initiated to automatically move the transactions to new statuses based on the success of the operation

14.12. Blocked Space Interline Transfers

- This job is executed in an airline participating blocked space interline with another AccelAero airline.
- Executed according to pre-defined time intervals
- Segments falling within interline transfer cut-over times are transferred to the interlined AccelAero airline.
- For multi segment bookings, all interlined segments are transferred.

17. REPORTS

17.1. Selection Criteria of Reports

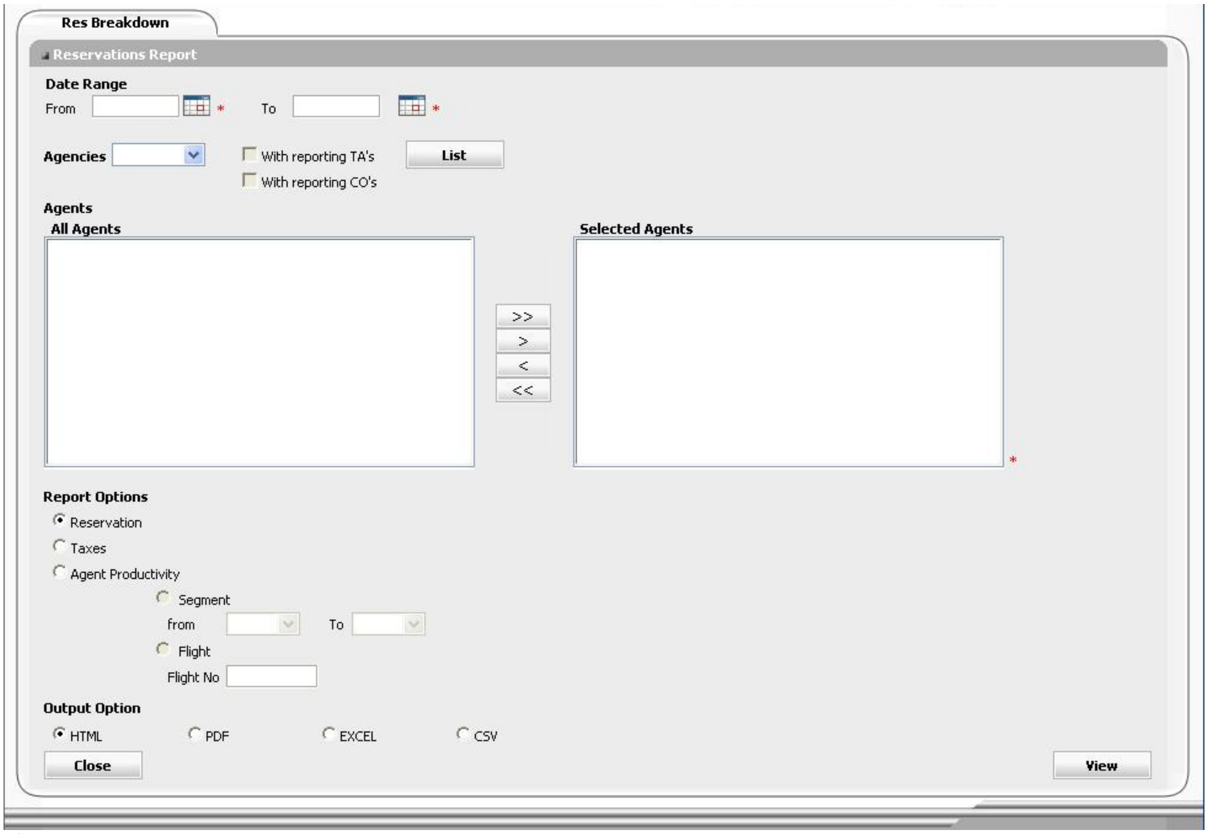


Figure 75

Functionality	• For all reports, a comprehensive and flexible selection criteria page is displayed enabling users to specify the filter criteria. • Almost all reports are provided with a drill down facility to view the details with a link. • All reports are available in 4 formats in HTML, PDF, and Excel and CSV enabling users to export data using a CSV file and carry out required analysis.
Pre-Condition(s)	▪ Required data should be available in the System
Steps	Search for Existing Data ▪ Enter search criteria, click on the required output option and click the **'View' button** to retrieve the records View in PDF/HTTP options ▪ For reports with summary and detail options, link to view 'Details' is provided from these 2 output formats only. ▪ Click on the 'Detail' link to view the details. Detail reports are

	displayed in CSV format
Validation	Common validation(s)

17.2. Reservations Reports

17.2.1. Reservation Break down Report

In this selection, information can be viewed in four different views. Report can be viewed for a date range and for selected Agents. Reservations are displayed as per the booking date.

- **Reservation Break Down Summary**
    - By Agent, a summary of total Fares, taxes, Surcharges and Refunds are displayed
    - Detail report for each agent would show the reservation breakdown details by PNR
- **Reservation Breakdown _Taxes**
    - By Agent, a summary of taxes by Tax are displayed
- **Reservation Break down Agent Productivity by Segment**
    - For the selected Segment, sales during the period would be displayed. This report is a detail report which would show the PNR level details
- **Reservation Break down Agent Productivity by Flight**
    - For the selected Flight, sales during the period would be displayed. This report is a detail report which would show the PNR level details

17.2.2. Mode of Payment

In this selection, information can be viewed in two different views. Report can be viewed for a date range and selected Payment modes.

- **Mode of Payment Report By Payment mode**
    - By Payment model, total collection for the period is displayed
    - For each mode of payment, details can be viewed by PNR
- **Mode of Payment Report By User**
    - By User, collections done by each payment mode is displayed.
    - For each User/mode of payment, details can be viewed by PNR
- **Mode of Payment Report By Agent & User**
    - By Agent and User, collections done by each payment mode is displayed.
    - For each Agent/User/mode of payment, details can be viewed by PNR
- **Mode of Payment Report By Currency**
    - Report is printed by various currency codes used for collections and mode of payment wise collection

17.2.3. Refund Details

In this report, refund details can be viewed.

- All refunds for the selected period can be viewed through this report

17.2.4. On Hold PAX Details

This report can be made available from Reservation modules also.
In this report, details of all on hold bookings for a selected Segment and expiring within the selected date range can be viewed.

- All on hold with the selected segment and expiring within the specified date range would be displayed with the Agent and PAX contact details.
- On hold information is displayed according to the ownership. I.e. the user can view on hold information of reservations owned by the user's Agent

17.2.5. Enplanement Report

This report shows the post Flight status after the PFS update

- Report will show the post Flight status of flights departed within the selected date range

17.2.6. Revenue and Tax Details

This report selection filter is with a comprehensive search criteria selection. This is the only report where the details are filtered out as per the departure date.

- Report will show detail breakdown of each booking and Fare, TAX & SUR totals would be displayed separately.
- Report shows, country, station, Issuing Agent, Sales Channel and then for each PNR details such as Segments, Booking Classes, Flight Date, Issuing Agent, etc is displayed

17.2.7. Credit Report

- **Acquired Credit Report**

  This report shows the unutilised credit that has been acquired by the Airline after expiry during a specified date range.

  - Report shows the PNR, amount acquired, payment date and expiry date
- **Passenger Credit Report**

  This report shows credit still existing by various customers.

17.2.8. Customer Existing Credit Report

This report extracts information regarding existing credit in the system. User could specify a date range and extract all existing credit that will be expired during the specified period.
Agent, Passenger Name, PNR, Credit Amount, Payment Date, Payment Method and Expiry Date is displayed

17.2.9. Customer Contact Details Report

This report extracts information from the reservation database regarding the contact details of customers.

17.3. Planning Reports

17.3.1. Forward Booking Details

This is an offline report made available from the reporting server. This report can be made available from Reservation modules also.

- Using this report it is possible to find out the Flight performance details such as sold, on hold seats and total Fare collection
- By assigning an additional privilege "Restrict forward bookings" the information regarding Fixed, Over sell and Curtailed information could be restricted from selected users.

17.3.2. Flight Details

- Using this report, it is possible to print the details of Flights in the system

17.3.3. Schedule Details

- Using this report, it is possible to print the details of Schedules in the system

17.3.4. Inbound & Outbound Connections

- Using this report, it is possible to find number of inbound and outbound connection from identified origin & destinations for a date

17.3.5. Schedule Capacity Variance

- Using this report it is possible to compare the capacities (number of seats, ASK & Seats sold) for a period with last year.

17.3.6. Cancellations Report

- **Post Departure Cancellations**

  This report shows the bookings that are cancelled after the Flight departure. Report can be viewed for a departure date range and a Flight number.

  - Using this report it is possible to find out if any Segments/bookings have been cancelled by any users after the flight departure.

- **Confirm Booking Cancellations**

  This report shows the bookings that are cancelled anytime after a payment is made.

17.4. Performance Reports

17.4.1. Staff Performance Details

This is an offline report made available from the reporting server. This report can be made available from Reservation modules also.
This report shows the User performance during a selected date range.

- By Agent, display the User wise performance details such as number of bookings, number of PAX and Total charges
- Detail Report will show PNR wise details

17.4.2. Travel Agent/GSA Productivity

This is an offline report made available from the reporting server.
This report shows the Agent productivity as a total for a selected date range and for selected Agents.

- By Agent, Current Sales, YTD sales for the month and YTD sales are displayed.

17.4.3. Top Agents

This is an offline report made available from the reporting server.
This report shows the top agents for a selected date range and for a selected Segment. This is an evaluation of sales information. Also, user has the option of selecting number of Agents (top 5, 10, 15 etc)

- By Agent, number of PAX booked, total revenue and Yield is displayed.

17.4.4. Top Segments

This is an offline report made available from the reporting server.
This report shows the top segments sold during a selected date range. Also, user has the option of selecting number of Segments (top 5, 10, 15 etc)

- By Segment, number of PAX booked, total revenue and Yield is displayed.

17.4.5. Country & Segment Contribution

This is an offline report made available from the reporting server. This report can be made available from Reservation modules also.
This report shows the sales contribution done by Agents during a selected date range for a segment or within country and for a particular Flight.

- By Agent, number of PAX booked, total revenue and Yield is displayed.

17.5. Sales & Finance Reports

17.5.1. Outstanding Balance Report

This is an offline report made available from the reporting server.
In this selection, information can be viewed in four different views. Report can be viewed for a date range, selected Agents or all, debit and/or credit transactions.

- **For all Agents, Debit & Credit Transactions**
  - This report shows summary for each Agent. By Agent, total debit, total credit, due < 31 days, due < 60 days, due < 90 days and more than 180 days displayed.
- **Selected Agents, Debit & Credit Transactions**
  - This report shows a summary for each Agent, if there are multiple invoices to be settled, these invoices are displayed. Details such as Invoice number, Invoice period, Invoice amount, settled Amount and Balance displayed
  - By Agent, a summary of total Fares, taxes, Surcharges and Refunds are displayed
- **Selected Agents & Debit Transactions**
  - This report shows debit summary for each Agent. By Agent, total debit, total credit, due < 31 days, due < 60 days, due < 90 days and more than 180 days displayed.
- **Selected Agents & Credit Transactions**
  - This report shows credit summary for each Agent. By Agent, total debit, total credit, due < 31 days, due < 60 days, due < 90 days and more than 180 days displayed.
- **Agent/s Transactions Detail Report**
  - This report shows transaction summary for each Agent. Report can be printed for an Agent or range of Agents.

17.5.2. Invoice Summary

This is an offline report made available from the reporting server.
This report shows the Invoice Summary by agent for an invoice period.

- By Agent, invoice number and invoice summary details displayed.
- Detail Report will show PNR wise details

17.5.3. Company Payment

This is an online report made available from the production server. This report can be made available from Reservation modules also.
This report shows the Company Payments (On Account Transaction Details) for a selected date range.

When the Report is viewed from Administration Module, Report can be viewed for any Agent.
When there report is viewed through the Reservation Module and by a GSA, Report can be viewed for Transactions done by GSA and of Reporting Agents.
When there report is viewed through the Reservation Module and by an Agent, Report can be viewed for Transactions done by the Agent Only.

- By Agent, invoice number and invoice summary details displayed.
- Detail Report will show PNR wise details

17.5.4. Agent/GSA Details

This is an offline report made available from the reporting server.
This report shows the Agent /GSA summary listing, selection criteria includes created date range, Agent types etc.

- Agent details, Credit limit, Due, available, bank guarantee details are displayed
- Additionally, Agent credit history can be viewed and in this report, history of changes done to the Agent credit limit can be viewed

17.5.5. Agent Transactions

This is an online report made available from the production server. This report can be made available from Reservation modules also.
This report shows the detail transactions done by Agent such reservations, refunds & Payments done to the Airline such as cash payments, Cheque Payments, Debit, Credit or Adjustment transactions done by the Airline. Report can be viewed for selected transaction types a date range (range should not be more than 7 days) and for selected Agents.

- By Agent, account summary as per the selected date range would be displayed. Details such as credit limit, Due, Available funds for invoice settlements would be displayed.
- Detail Report will show the transaction breakdown with the recorded user.

17.5.6. Interline Sales

This is an offline report made available from the reporting server.
This report shows the PNR wise transactions with the fare distribution across interlined airlines.

17.6. Web & Customer Profile

17.6.1. Customer Profile/Travel History

This is an offline report made available from the reporting server.

- List of Customers registered through the Internet Booking Engine
- List can be filtered By Customer Name, Nationality, Country of Residence or for a particular segment – One of these criteria is mandatory
- Report details include the customer name, booking reference, segment, Travel Date, country of residence and Nationality

17.6.2. Web Profile

This is an offline report made available from the reporting server.

- List of Customers registered through the Internet Booking Engine
- List can be filtered By Nationality, Country of Residence or for a particular segment

- Report details include the customer name, booking reference, segment, Travel Date, country of residence and Nationality
-

17.7. Credit Card Transaction Reports

This is an on line report made available from the administration module.

- **Credit Card Transaction Report – Charges**
  - Information relating to Initiated Payments, Successful payments, Rejected Payments and Successful reversals are displayed

- **Credit Card Transactions Report – Refunds**
  - Information relating to Successful refunds, Failed refunds and Initiated refunds are displayed

- **Credit Card Transactions Report – Pending Refunds**
  - Information relating to pending refunds is extracted. Time of transaction, PNR Number, PGW reference Number, PAX details and Merchant ID is displayed

17.8. Miscellaneous Reports

- **Audit Reports**
  - Two comprehensive audit reports on Administration and Reservations audits.

18. MANAGEMENT INFORMATION SYSTEM (MIS)

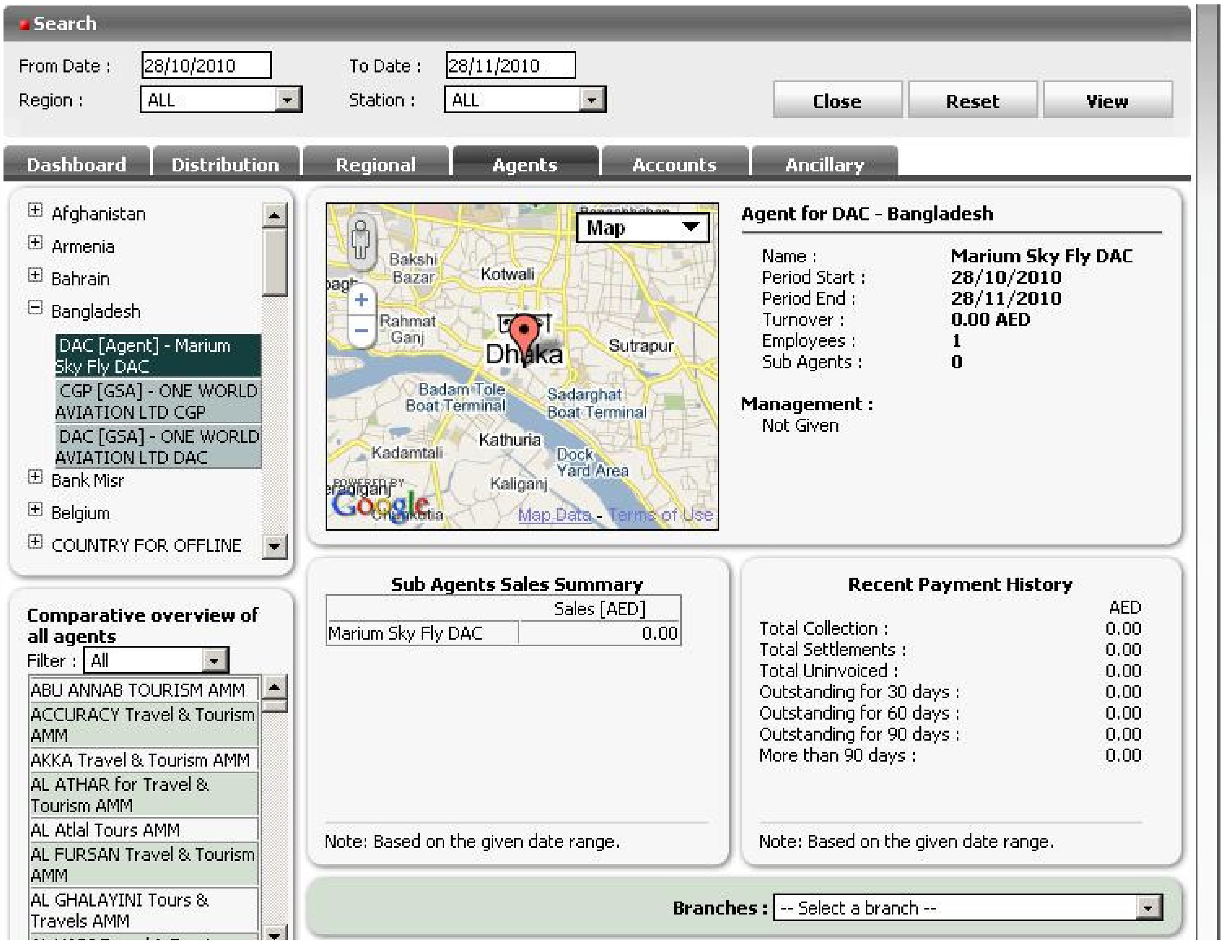


Figure 78

Functionality	This function displays the data in a graphical display.
Pre-Condition(s)	
Steps	Data presented in 6 tabs as per the search criteria. ▪ Dashboard ▪ Distribution ▪ Regional ▪ Agents ▪ Accounts ▪ Ancillary
Validation	Common screen validation(s)

DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Definitions, Acronyms and Abbreviations	Description
A.Day	Arrival Day
ACT	Active
ADD	Additions
ADJ, A	Adjustment
ADJCHG1	Adjustment Charge - Refundable
ADJCHG2	Adjustment Charge – Non- Refundable
ADL	Additions & Deletions List
Alloc Ad	Allocation Adults
ASK	Available Seat Kilometres
BC	Booking Class
C	Credit
CH	Cash
CLS	Closed
CNX	Cancelled, Cancellation Charge
Cnxd	Cancelled
CO	Corporate
COM	Combined
CON	Connection
COS	Class of Service
CQ	Cheque
CRT	Created
CSV	Comma-Separated Values
D	Debit
D.Day	Departure Day
DCS	Departure Control System
Dd/mm/yy, dd/mm/yyyy, dd/mm/yy, dd/mm,ddmmyy, ddmm	dd = 2 digit date mm = 2 digit representation of month yy = 2 digit representation of year yyyy = 4 digit representation of year
DEL	Deletions
DST	Day Light Saving
ESU	Credit Card Handling Charges
Err	Error
EXP	Expired
FAQ	Frequently Asked Questions
FLA	Flight Load Analysis
Fr	Friday
FXD	Fixed
GMT	Greenwich Mean Time
Goshow	Go Show: PAX taken into a Flight during the last few minutes based on the seat availability
GSA	General Sales Agent
HH:MM, hh:mm, hhmm, HH:mm	hh = Hours in 24 hour clock mm= Minutes
HTML	Hypertext Markup Language
IBE	Internet Booking Engine
ID	Identifier
INF	Infant Charge
INS	Insurance
Inv	Invoice
ISA	Information Systems Associates
J COS J	Business Class

JKCS	John Keells Computer Services (Pvt) Ltd
KM	Kilometre
LLC	Limited Liability Company
Min	Minimum
Mo	Monday
MOD	Modification Charge
Ms	millisecond
MIS	Management Information System
No	Number
NOR	Normal
Norec	No Record: PAX without a booking for the Flight or booking not reflected through the final PFS.
Noshow	No Show: PAX with a confirmed booking as per the final PNL, but no showing up at the check in
NSD	Non-Standard
O&D	Origin & Destination
Ohd	On Hold
Ohd I	On hold Nested In
Ohd O	On Hold Nested Out
OND	Origin & Destination
P	Percentage
PAX	Passenger
PDF	Portable Document Format
PFS	Passenger Final Sales
PNL	Passenger Name List
PNR	Passenger Name Requests
POS	Point of Sale
RET	Return
RP	Re-Protect
RP	Re Protect
Sa	Saturday
SEG	Segment
Seg	Segment
Sld I	Sold Nested In
Sld O	Sold Nested Out
SO	Sales Outlet
SQL	Structured Query Language
STB	Stand By
Std	Standard
Su	Sunday
SUR	Surcharge
TA	Travel Agent
TAX	Taxes
TBA	To be Assigned
Tel	Telephone
Th	Thursday
Tu	Tuesday
U.A.E	United Arab Emirates
UI	User Interface
V	Value
Ver.	Version
We	Wednesday
WEB	
Y, COS Y	Economy Class

ZULU	Synonym Coordinated Universal Time. Formerly a synonym for Greenwich Mean Time

INFORMATION SYSTEMS ASSOCIATES (FZC)
Sharjah Airport, P.O. Box 8768,
Sharjah,
United Arab Emirates.
Tel. +971 6 508 8810
Email. sales@isaaviation.ae
Web Site www.isaaviation.com