



# **AccelAero**

## **Reservation System**

### **Call Centre & Agents Modules**

## **User Manual**

November 2010  
Version 1.8

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## What is AccelAero?

AccelAero Reservation System is a fully integrated airline booking system. System consists of reservation modules for Call Centre, Agents, Internet Booking Engine for web users, connectivity to Global Distribution Systems and travel portals.

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, United Arab Emirates and has an offshore development centre in Colombo, Sri Lanka.

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 /Janaki	Original Manual	April 2006
2	Update	Dec 2006		Janaki	Update Changes	Jan 2007
3	Update	Jan 2006		Janaki	Update Changes	Jan 2007
4	Update	Dec 2007		Lakitha/Janaki	PAX identification, Restricted Fares, Fare Rule display	
5	Update	May 2008		Janaki	Different Fares Different Modification buffer time	
6	Update	July 2008		Nuwan	update screens for above functionality	July 2008
7	Update	June 2009		Zeinab	Update new screens, Notification functionality etc	
8	Update	Nov 2009		Nadeem	Update Changes	Nov 2009
9	Review	Nov2009		Janaki	Review Jun/Nov 2009 updates and changes	Nov 2009
10	Update	May 2010		Janaki	Update changes	May2010
11	Update	Nov 2010		Nasly	XBE V2 UI revisions	Nov 2010

## USER INTERFACES

### 1.1 Client PC Specification

For all client machines that would access the Call Centre or Agents module, following configuration will be required.

Requirement	Minimum	Preferred
Memory	512 MB	1 GB or higher
OS	Windows XP / Linux	Windows XP, Vista, Windows 7
Browser - Internet Explorer	7.0	
Browser - Mozilla FireFox	3.5	3.6 or later
Resolution	800X600	1024X768

Note: The screens are designed to display in a pixel resolution of 1024 x 800, which is the recommended resolution. However, if accessed with a resolution of 800x600, screens would be displayed with vertical and horizontal scroll bars.

### 1.2 Layout and Functions used in Screens

Reservation Module is a menu based application. Whole application is secured through privileges based on the security roles assigned to each user. Menu displayed for each User would depend on the Roles assigned to the User and once a function is accessed, all functionality within the function also would be managed by role privileges. Therefore, user to user, menu and functions made available could differ depending on the Roles assigned.

Navigation within the application could be done by using a mouse, tab keys or using the short cut keys provided as an additional facility.

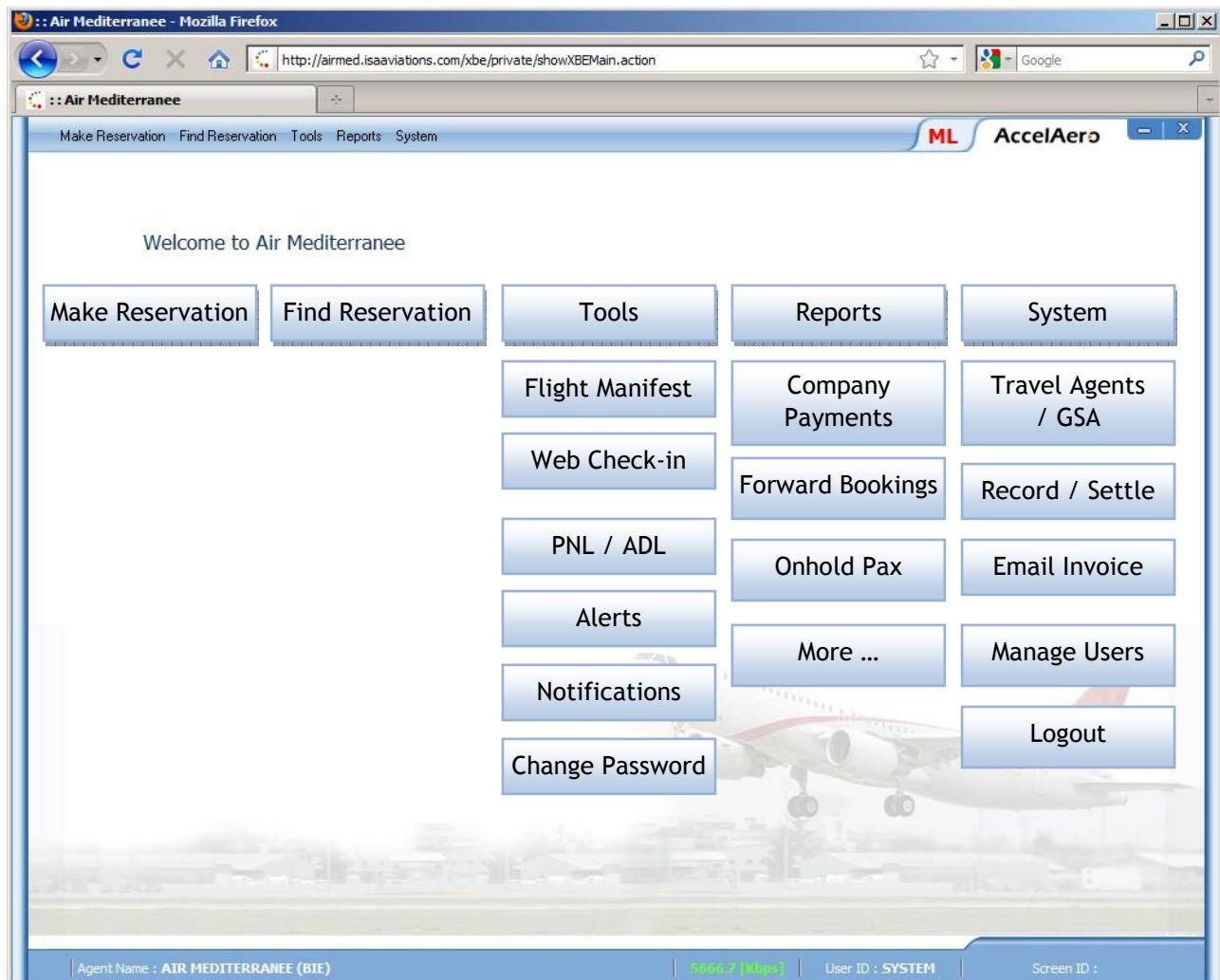
### 1.3 Log in to AccelAero

Each User will be given a unique User id with a password.

When logged in using a valid user id and password, System will authenticate the User validity. Users meeting following criteria will be allowed to log in:

- Active User id
- Linked to an active Agent
- With a valid security role with applicable privileges

## 1.4 Reservation Module consists of following Functionality



**Figure 1**

## 1.5 Short cut Keys - Menu Options

Menu Option	Short Cut Key
Make Reservation	Alt + 1
Find Reservation	Alt + 2
Alerts	Alt + 7
Flight Manifest	Alt + 8
Tools - Change Password	Alt + 9

## 1.6 Short cut Keys - Make Reservation – Search Flight/Fare Quote

Alt + A = Adults	Alt + B = Book	Alt + C = Calendar	Alt + D = Departure Date
Alt + F = From	Alt + G = Return Variance	Alt + I = Infants	Alt + J = Children
Alt + K = Class	Alt + L = Tax Breakdown	Alt + M = Modify Fares	Alt + N = Next Days Info
Alt + O = Flight Info	Alt + P = Previous Days Info	Alt + R = Return Date	Alt + S = Expand/Collapse Search
Alt + T = To	Alt + U = Fare Quote	Alt + V = Departure Variance	Alt + W = Reset
Alt + X = Exit	Alt + Y = Search	Alt + Z = Close	Shift + \$ = Currency

Figure 2

## 1.7 Short cut Keys - Make Reservation – Passenger Details

Alt + B = TBA	Alt + E = Continue	Alt + F = Focus to Title
Alt + H = Sales points	Email Address	Alt + L = Load
Alt + P = Enter Profile		Alt + U = Pax Details
Alt + Z = Cancel		
	Adult(s)	Alt + O = On Hold
	Total	Alt + W = Reset

Figure 3

## 1.8 Short cut Keys - Make Reservation – Payment Details

Alt + A = Amount	Alt + E = Confirm	Alt + F = Force Confirm	Alt + K = Card Type
Alt + P = Payment Method	Alt + U = On Account	Alt + W = Reset	Alt + Z = Cancel

Figure 4

## 1.9 Short cut Keys - Make Reservation – Use Previous Credit

Alt + A = Amount	Alt + S = Pax Payment	Alt + P = Payment	Alt + D = Card Type	Alt + H = Sales points
Alt + G = Confirm	Alt + F = Force Confirm	Alt + E = Pay & Confirm	Alt + W = Reset	Alt + Z = Cancel

Figure 5

## 1.10 Short cut Keys - Find Reservation – Search Bookings

Alt + A = First Name	Alt + B = Last Name	Alt + C = Calendar	Alt + D = Departure Date
Alt + F = From	Alt + G = Flight No	Alt + K = Credit Card	Alt + L = Expire Date
Alt + N = Telephone No	Alt + P = PNR	Alt + R = Return Date	Alt + S = Advance search
Alt + T = To	Alt + W = Reset	Alt + Y = Search	Alt + Z = Close

Figure 6

## 1.11 Short cut Keys - Find Reservation – Booking Information

Alt + A = Add Segment	Alt + B = Back	Alt + C = Cancel Reservation	Alt + E = Email Itinerary	Alt + F = View Itinerary
Alt + G = Cancel Segment	View Itinerary	Alt + I = Add/Save Infant	Alt + L = Split Reservation	Alt + M = Modify Segment
Alt + O = Transfer Ownership	Alt + H = Extend On-Hold	Alt + S = Edit / Save	Alt + V = View User Notes	Alt + W = Reset
Alt + 3 = Passenger Details	Alt + 4 = Contact Details	Alt + 5 = Payments	Alt + 6 = History	

Figure 7

## 1.12 Short cut Keys - Find Reservation – Payment Details

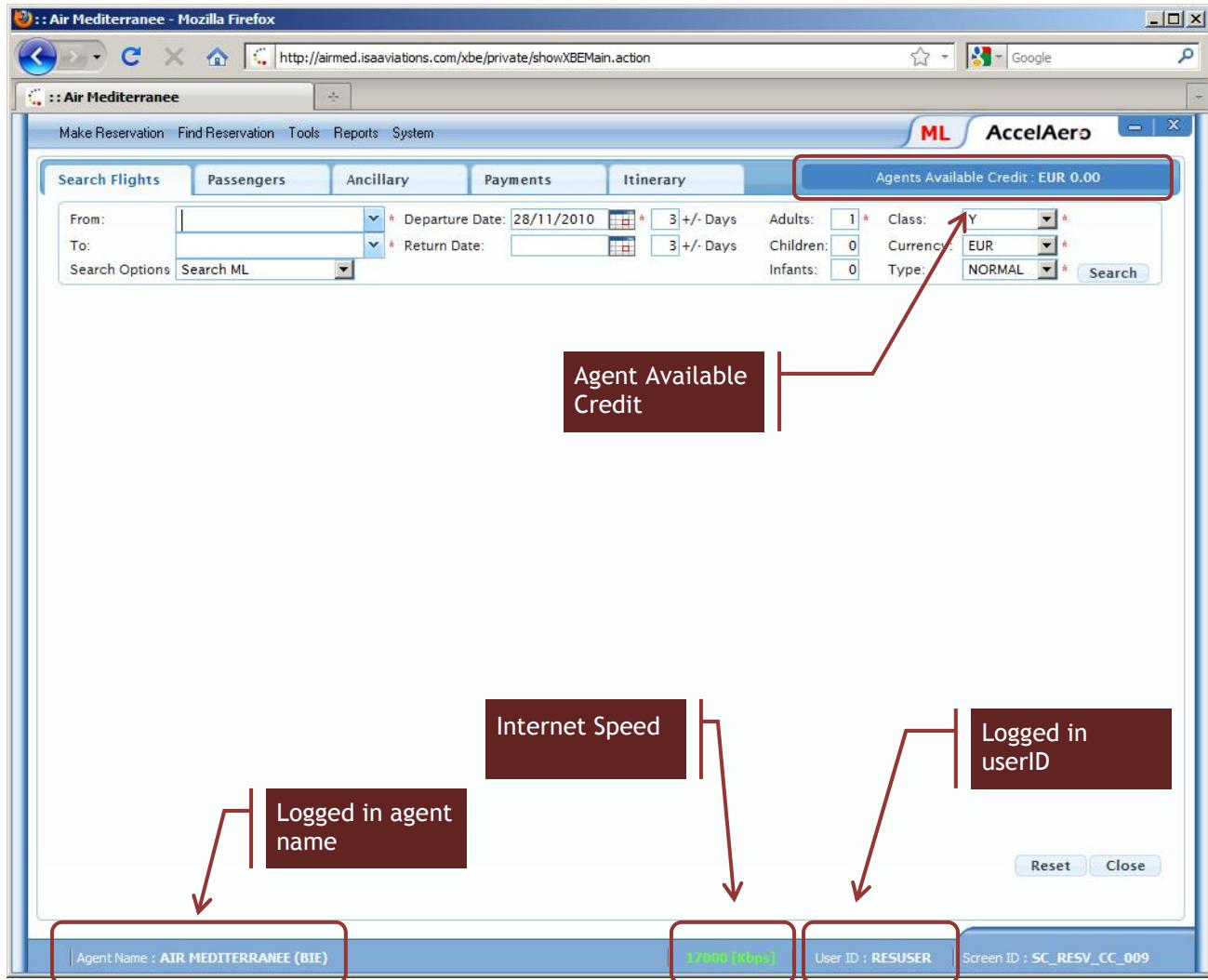
Alt + A = Amount	Alt + S = Pax Payment	Alt + P = Payemnt	Alt + D = Card Type	Alt + H = Sales points
Alt + G = Confirm	Alt + F = Force Confirm	Alt + E = Pay & Confirm	Alt + W = Reset	Alt + Z = Cancel

Figure 8

## 2. MAKE A RESERVATION

This is the first option available on the Reservations (XBE) main menu. On clicking of this option or by pressing ‘Alt + 1’ user can launch the ‘Make Reservation’ screen.

### 2.1 Searching the Available Flights



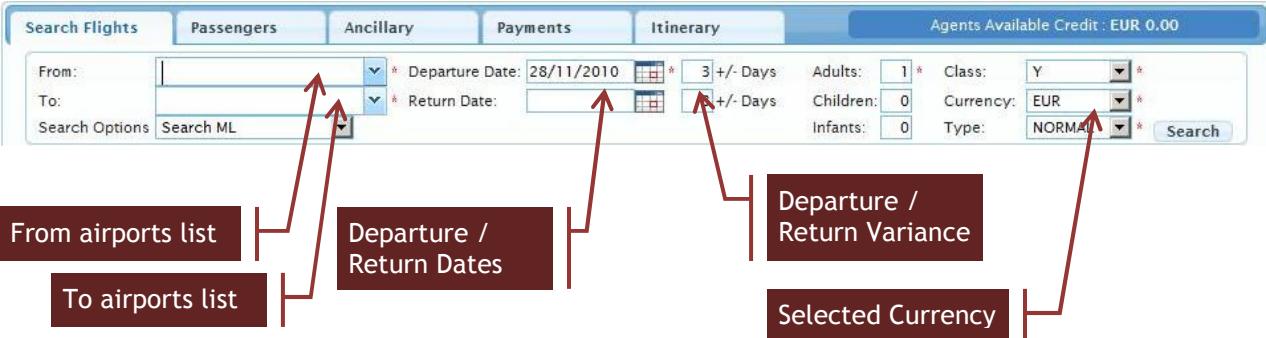
**Figure 9**

The first option available under ‘Make Reservations’ would be the ‘Search Flights’ option.

If the airline has an active interline agreement with another AccelAero airline, in the search criteria, there would be another field to select the airline to search flights for. Options would include:

- Search Own airline
- Search interline routes

Based on the airport selection, system will default the search option.


**Figure 10**

The ‘Search Flights’ tab of the ‘Make Reservation’ function displays a form to be filled with details of the journey, number of passengers by type (i.e.: Adults, Children and Infants), passenger category (i.e.: Local or Foreigner if there is such a differentiation), travel date and tolerances, fare category (i.e.: promotional/Restricted or Normal), class of service (cabin class) for obtaining flight availability details. When there is a provision to make a stand-by booking, user can select ‘Type’ as ‘Standby’. On completion of the form, click ‘Search’ to commence the search for available flights that match the criteria you have entered.

To search for a Flight departing on a specific date, you can leave the departure variance blank and search.

To search for Flights departing before and after a specific date, you can enter the departure variance. I.e.: Preferred Date is 10/04/06, but search for 2 days before and after, when this is done, System will search for the requested flights from 08/04/06 till 12/04/06

To search for an Open ended Return fare quote, instead specifying a return date should indicate ‘Open’ return search is required. With you have to select the return validity period from the drop down. Based on available fares, system will search for fares/rules valid for the selected period.

Pax Category and Fare Type selection are additional optional fare search criteria that would be enabled as per airline configurations.

Maximum number of Passengers allowed in a reservation is limited to a defined value by the Airline. Maximum number of Adults in a reservation is calculated by adding up number of Adults, Children and Infants.

A reservation cannot be made for Children alone. In all instances Infants must travel with an adult. An Adult can be attached with only one Infant.

To facilitate the movement between fields and controls a list of short cut keys are made available on the press on ‘Alt’ key.

All transactions in the System are carried out in the Airline Base Currency. However, with privileges, Users can select other currencies enabled by the Administrator for reservation modules to view the transaction values as per defined exchange rates and Currency rounding up/down rules.

For users linked to an Agent with a different country currency, country currency would be defaulted provided that the currency is set as ‘visible to Reservations’ by the Administrator.

Users with Currency Manipulation rights are allowed to select any Currency made available to reservation module by the airline.

Once the Search button is clicked the system will bring up the available flights according to your criteria. E.g.:

Search Flights		Passengers		Ancillary		Payments		Itinerary		Agents Available Credit : EUR 0.00								
From:	CDG - Paris - Charles De Gaulle	To:	BEY - Beirut Rafic Hariri	Departure Date:	15/12/2010	3 +/- Days	Adults:	1	Class:	Y	Children:	0	Currency:	EUR	Infants:	0	Type:	NORMAL
Search Options	Search ML			Return Date:	20/12/2010	3 +/- Days												Search
<Previous Day>		Outgoing 15/Dec/2010					Next Day><Previous Day		Return 20/Dec/2010					Next Day>				
Segment	Flight	Op	Departure	Arrival	Avl.		Segment	Flight	Op	Departure	Arrival	Avl.						
<input type="radio"/> CDG/BEY	ML101	ML	12Dec10 09:00	12Dec10 14:05	180/30		<input type="radio"/> BEY/CDG	ML102	ML	17Dec10 14:50	17Dec10 15:55	180/30						
<input type="radio"/> CDG/BEY	ML101	ML	13Dec10 09:00	13Dec10 14:05	180/30		<input type="radio"/> BEY/CDG	ML102	ML	18Dec10 14:50	18Dec10 15:55	180/30						
<input type="radio"/> CDG/BEY	ML101	ML	14Dec10 09:00	14Dec10 14:05	180/30		<input type="radio"/> BEY/CDG	ML102	ML	19Dec10 14:50	19Dec10 15:55	180/30						
<input checked="" type="radio"/> CDG/BEY	ML101	ML	15Dec10 09:00	15Dec10 14:05	179/30		<input checked="" type="radio"/> BEY/CDG	ML102	ML	20Dec10 14:50	20Dec10 15:55	179/30						
<input type="radio"/> CDG/BEY	ML101	ML	16Dec10 09:00	16Dec10 14:05	180/30		<input type="radio"/> BEY/CDG	ML102	ML	21Dec10 14:50	21Dec10 15:55	180/30						
<input type="radio"/> CDG/BEY	ML101	ML	17Dec10 09:00	17Dec10 14:05	180/30		<input type="radio"/> BEY/CDG	ML102	ML	22Dec10 14:50	22Dec10 15:55	180/30						
<input type="radio"/> CDG/BEY	ML101	ML	18Dec10 09:00	18Dec10 14:05	180/30		<input type="radio"/> BEY/CDG	ML102	ML	23Dec10 14:50	23Dec10 15:55	180/30						

**Previous Day**

**Next Day**

**Fare quote - Outgoing 15/Dec/2010 - Return 20/Dec/2010 - Economy Class**

Change Fare		Show Taxes and Surcharges		Fare Rules							
		Pax Type	Fare	Tax	Sur.	Per Pax	No. Pax	Total	Total Price		
CDG/BEY		Adult(s)	400.00	40.00	0.00	440.00	1	440.00	440.00		
BEY/CDG		Adult(s)	200.00	15.00	0.00	215.00	1	215.00	215.00		
Handling Charge EUR 0.00											
EUR 655.00 Total Price EUR 655.00											

**Fare Rules**

**Total Price**

**Change Fare**

**Tax & Surcharges**

**Book** **Reset** **Close**

**Figure 11**

When the Flight search is done for a one way Flight, left top grid is displayed with the available Flights. Depending on the User Privileges, list of available Flights are displayed as follows:

- Displays all Flights with Seats available to fulfil the requested number of PAX regardless of the visibility
- Application shows the actual available seats only to the Users with the privilege to view full Flight
- For all others without the privilege, seats display controlled by a defined limit. I.e.: If the defined limit is 10 seats, if the availability is more than 10 seats system shows the availability as 10+. If the availability is less than 10, system shows the actual available seats
- Carrier code will be displayed next to the flight number. If the environment supports multiple carriers and user also has sufficient privileges, available flight details will be appear with its own carrier code.

When a return Flight is searched for, the top left grid shows the out going flight details while the top right grid shows details of return flights.

When a Connection is searched for (i.e.: Colombo to Doha via Sharjah), all valid connections as per the defined parameters identified are shown in the Flight grids.

When a interline route is search in case of an interlined environment, depending on the interline agreement, fares will be picked up from each airline or as a total interline fare.

By clicking on the arrow keys displayed in Flight grids Users can search for available Flights on the previous day and next day. When this is done, System drops one date and allows viewing Flights from/up to requested date.

If a Flight/s is/are available for the preferred dates, system shows the Fare Quote on the bottom of the screen.

Depending on the availability, the grid displays the details of all flights for the criteria entered.

The outgoing and return flight grids are containing the arrows on title bar of the grid to navigate the flights one by one.

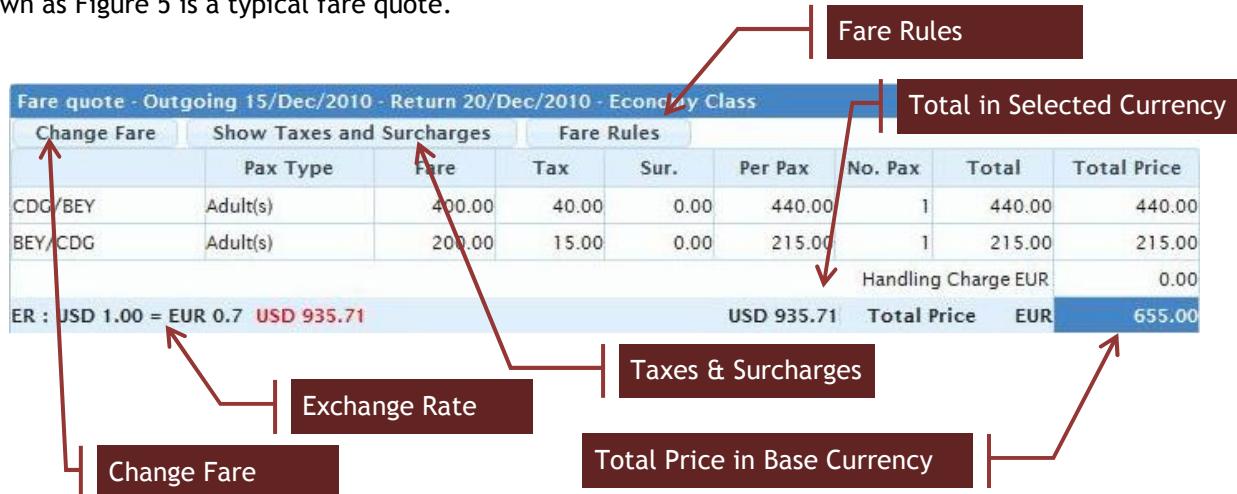
<Previous Day		Outgoing 15/Dec/2010				Next Day>	
Segment	Flight	Op.	Departure	Arrival	Avl.		

**Figure 12**

By clicking on the arrow you can view the available flights one day before or after the date, which you entered in the search criteria.

If a visa message is defined for an airport, system would display it (See Figure 12).

Upon selection of an outgoing and/or return flight form the above two grids and pressing the 'Fare Quote' button, the system retrieves the fares based on the way fare management has been done. Fare will be picked up based on the nest rank assign to the booking class. Lowest rank will become the default fare. If Non Standard booking classes exists and the fare is lower than the first nest rank then it'll picked up and displays the price structure for each segment of the journey and for each passenger type. The figure shown as Figure 5 is a typical fare quote.



The diagram illustrates the breakdown of a fare quote. Red arrows point from labels to specific parts of the fare quote table:

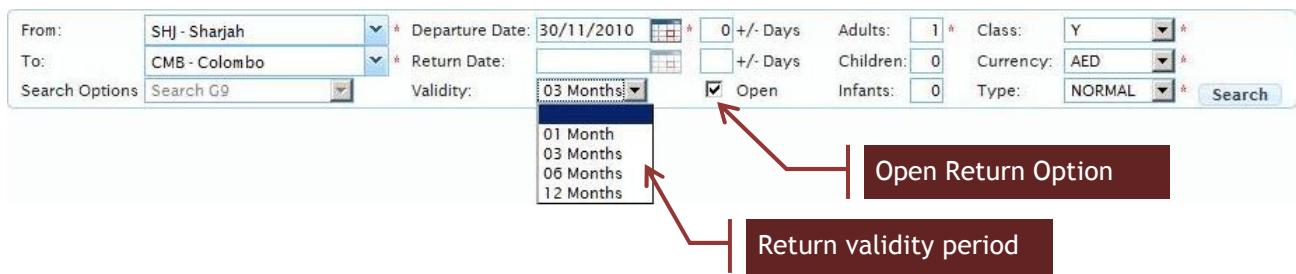
- Fare Rules**: Points to the "Fare Rules" tab at the top of the table.
- Total in Selected Currency**: Points to the total price in EUR (655.00) at the bottom right.
- Change Fare**: Points to the "Change Fare" button at the top left.
- Show Taxes and Surcharges**: Points to the "Show Taxes and Surcharges" button at the top left.
- Exchange Rate**: Points to the exchange rate information (USD 1.00 = EUR 0.71) at the bottom left.
- Taxes & Surcharges**: Points to the "Taxes & Surcharges" section at the bottom right.
- Total Price in Base Currency**: Points to the total price in USD (935.71) at the bottom right.

Fare quote - Outgoing 15/Dec/2010 - Return 20/Dec/2010 - Economy Class							
	Pax Type	Fare	Tax	Sur.	Per Pax	No. Pax	Total
CDO/BEY	Adult(s)	400.00	40.00	0.00	440.00	1	440.00
BEY/CDG	Adult(s)	200.00	15.00	0.00	215.00	1	215.00
Handling Charge EUR: 0.00							
ER : USD 1.00 = EUR 0.71 USD 935.71				Total Price		EUR	655.00

**Figure 13**

## 2.2 Open Return Bookings

An Open Return reservation is a booking that would be allow keeping the return date open for a defined period. Depending on the fare rules, last return date (Expiry date) and confirm return date before specified number of days is calculated.



The screenshot shows the search flight screen with the following fields:

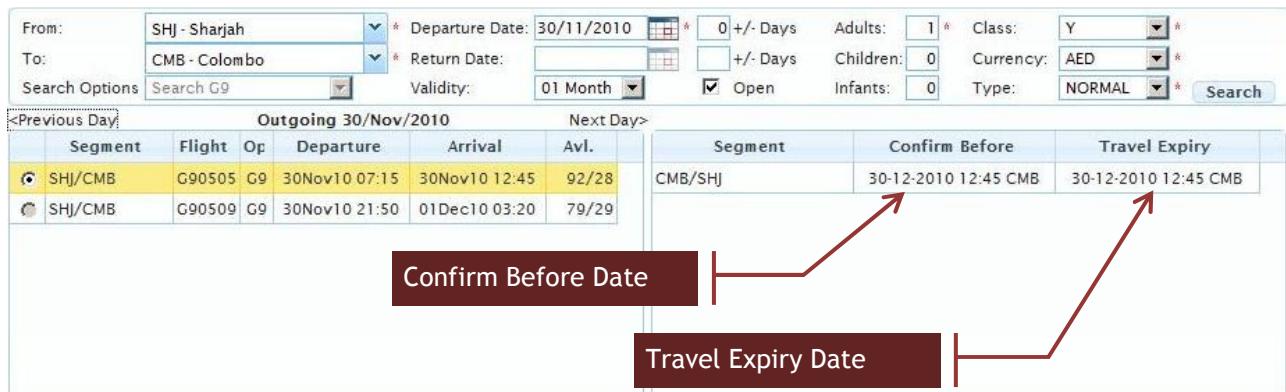
- From: SHJ - Sharjah
- To: CMB - Colombo
- Search Options: Search G9
- Departure Date: 30/11/2010
- Return Date: Validity: 03 Months
- 0 +/- Days: 0
- +/+ Days: 0
- Adults: 1
- Class: Y
- Children: 0
- Currency: AED
- Infants: 0
- Type: NORMAL
- Open

A dropdown menu for 'Validity' is open, showing options: 01 Month, 03 Months, 06 Months, and 12 Months. A red arrow points from the 'Open' checkbox to this dropdown. Another red arrow points from the 'Open' checkbox to a callout box labeled 'Open Return Option'. A third red arrow points from the 'Open' checkbox to another callout box labeled 'Return validity period'.

**Figure 14**

To book an Open Return reservation, on the search flight screen, check the “Open” Check box without selecting a return date. Then system would request you to select a “Validity” period for the return date. Based on airline defined validity periods, you can select a period and flight/fare search would be carried out.

On click of Search button, System will search for available fares applicable within the defined validity period.



The screenshot shows the search results for the flight from SHJ to CMB on 30/11/2010. The results table includes:

Segment	Flight	Op	Departure	Arrival	Avl.	Segment	Confirm Before	Travel Expiry
SHJ/CMB	G90505	G9	30Nov10 07:15	30Nov10 12:45	92/28	CMB/SHJ	30-12-2010 12:45 CMB	30-12-2010 12:45 CMB
SHJ/CMB	G90509	G9	30Nov10 21:50	01Dec10 03:20	79/29			

Callout boxes indicate the 'Confirm Before Date' and 'Travel Expiry Date' for the selected segment.



The screenshot shows the fare quote table for the selected flight segments:

Fare quote - Outgoing 30/Nov/2010 - Economy Class									Fare Quote
Change Fare		Show Taxes and Surcharges		Fare Rules					
	Pax Type	Fare	Tax	Sur.	Per Pax	No. Pax	Total	Total Price	
SHJ/CMB	Adult(s)	60.00	75.00	150.00	285.00	1	285.00	285.00	
CMB/SHJ	Adult(s)	40.00	55.00	190.00	285.00	1	285.00	285.00	
									Handling Charge AED 0.00
									AED 570.00 Total Price AED 570.00

A red arrow points from the 'Total Price' cell to a callout box labeled 'Total Price'.

**Figure 15**

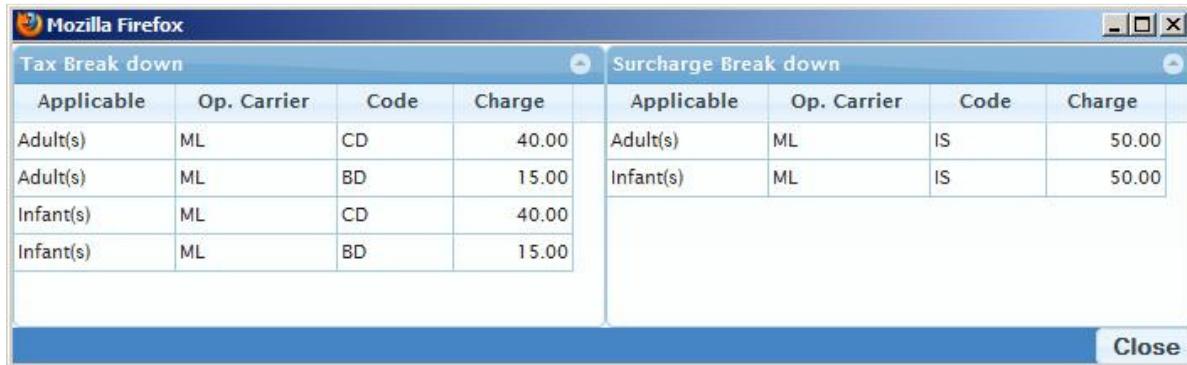
The outgoing flight selection is as per any other booking, however, for inbound, instead a flight for a specific date, last possible flying date (Expiry date) and if a rule specified to confirm return within nn number of days, ‘Confirm Before’ date would be displayed.

If inbound segment needs to be confirmed before a specified time period would depend on the fare rule. Travel Expiry would be calculated based on the maximum stay over days of the fare rule.

## 2.3 View Taxes & Surcharge Details

A breakdown of taxes and surcharges can be viewed, by clicking the "Show Taxes & Surcharges" button placed at fare quote section above detailed fare quote.

Once clicked the system will open the new sub window as follows:



Tax Break down				Surcharge Break down			
Applicable	Op. Carrier	Code	Charge	Applicable	Op. Carrier	Code	Charge
Adult(s)	ML	CD	40.00	Adult(s)	ML	IS	50.00
Adult(s)	ML	BD	15.00	Infant(s)	ML	IS	50.00
Infant(s)	ML	CD	40.00				
Infant(s)	ML	BD	15.00				

Close

Figure 16

## 2.4 Change Fares

Users with the Fare override privileges are allowed to open the Flight and view the current Flight status and available Fares as per the rules of the role.

It is possible to restrict this view as follows:

- Allow to view and select any Fare from any inventory allocation (Highest level of override)
- Allow to view only the Fares and inventory that is visible to the user
- Allow to view only the current open inventory buckets
- Allow display of specific details as per the rules (i.e. Seat count information and visible agent codes are displayed based on the privileges that are assigned to the user.)

The fares are retrieved and displayed according to the initial search criteria specified by the user.

For Users with any of above privileges, "Change Fare" button is displayed in fare quote section.

The following is a fare breakdown screen



Change Fare					
Fares					
Segment	Adult Fare	Child Fare	Infant Fare	Flight No	Departure Date
CDG/BEY	400.00	400.00	0	ML101	ML 15Dec10
BEY/CDG	200.00	200.00	0	ML102	ML 20Dec10

Show Fares

Lowest fare for each segment presented separately per pax type

Figure 17

As per the above example, a full return fare is retrieved for the journey. Click on the segment you would like to inquire and press the Show Fares button. This will take you into the following screen showing the Flight Inventory with the available Fares allowing user to select segment level Fares.

**Change Fare**

Fares											
Segment	Adult Fare	Child Fare	Infant Fare	Flight No	Alloc.	Sold/ On Hold	Avail	Status	Type	Departure Date	
CDG/BEY	275.00	275.00	0	ML101	ML	60	1/0	59	OPN	15Dec10	
BEY/CDG	200.00	200.00	0	ML102	ML	60	0/0	60	OPN	20Dec10	

[Show Fares](#)

**Available Fares**

BC	Fare Details						Alloc.	Sold/ On Hold	Avail	Status	Type	
CDG/BEY		Adult	Child	Infant								
Y	<input checked="" type="radio"/>	YOW	YOW	400	400	0	Public	60	1/0	59	OPN	Non Std.
H	<input checked="" type="radio"/>	YOW	YOW	1200	1200	0	Public	60	0/0	60	OPN	Non Std.
<b>CDG/BEY/PRORATED RETURN</b>												
Y	<input checked="" type="radio"/>	YRT	SRWKR	275	275	0	Public	60	1/0	59	OPN	Non Std.
<b>CDG/BEY/RETURN</b>												
Y	<input checked="" type="radio"/>	YRT	SRWKR	550	550	0	Public	60	1/0	59	OPN	Non Std.

CDG/BEY Segment Fares

CDG/BEY Half Return Fares

CDG/BEY Return Fares

[Re-Calculate](#) [Confirm](#) [Close](#)

**Figure 18**

As shown in Figure 8, if the search is for a return flight, and if there are return fares, system shows all return Fares also in a separate section.

## 2.5 Calculate the Fares

Once a desired Fare is selected, click on the Re-Calculate button. Fare in the top grid is populated with the selected Fare.

When Confirm button is clicked, Fare Quote is replaced with the selected Fares.

## 2.6 Select Fixed Quota Fares

When an Agent pre-pay and get a Fixed number of seats reserved on a Flight, System retrieves the cheapest Fare out of fixed and standard and displays the Fare quote. Additionally, System allows the User to select between ‘Fixed Fare’ and ‘Standard Fare’. Click on the radio button to change the Fare.

Fare quote - Outgoing 15/Dec/2010 - Economy Class								Fare Quote	
Change Fare		Show Taxes and Surcharges		Fare Rules				<input checked="" type="radio"/> Fixed Fare	<input type="radio"/> Standard Fare
	Pax Type	Fare	Tax	Sur.	Per Pax	No. Pax	Total	Total Price	
CDG/BEY	Adult(s)	300.00	40.00	25.00	365.00	1	365.00		
	Children	300.00	40.00	25.00	365.00	1	365.00		
	Infant(s)	0.00	40.00	25.00	65.00	1	65.00		
								Handling Charge EUR	0.00
								EUR 365.00 + 365.00 + 65.00	Total Price EUR 795.00

Fixed Fare Selection      Standard Fare Selection

Figure 19

## 2.7 View Fare Rules

When Fare rule view is enabled for an Airline, a button would be displayed next to ‘Total’ in the Fare Quote. Users are allowed to click on the link and open the Fare rule details.

## 2.8 Continue with the Booking

Click on the “Book” button once satisfied with the Fare Quote, to continue to Passenger details.

Fare quote - Outgoing 15/Dec/2010 - Economy Class								Fare Quote	
Change Fare		Show Taxes and Surcharges		Fare Rules					
	Pax Type	Fare	Tax	Sur.	Per Pax	No. Pax	Total	Total Price	
BEY/CDG	Adult(s)	200.00	15.00	25.00	240.00	1	240.00		
	Infant(s)	0.00	15.00	25.00	40.00	1	40.00		
								Handling Charge EUR	0.00
								EUR 240.00 + 40.00	Total Price EUR 280.00

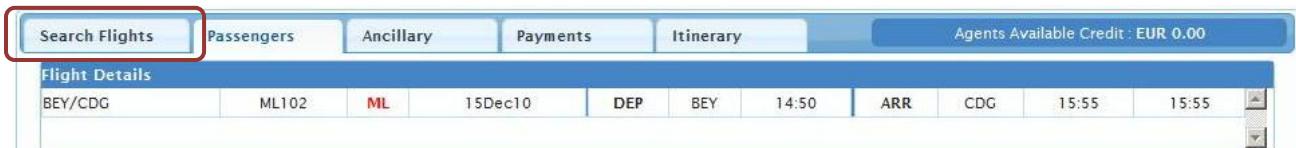
**Book**    **Reset**    **Close**

Figure 20

When “Book” button is clicked, if fare rules acceptance is enabled following popup presented and depending on user privileges, seat blocking will take place after user clicking ‘OK’ for accepting the fare rules.



However at any given point, it is possible to click on the 'Flight Search' tab and return to the Flight search and change the search criteria according to user requirement.



Flight Details	BEY/CDG	ML102	ML	15Dec10	DEP	BEY	14:50	ARR	CDG	15:55	15:55
----------------	---------	-------	----	---------	-----	-----	-------	-----	-----	-------	-------

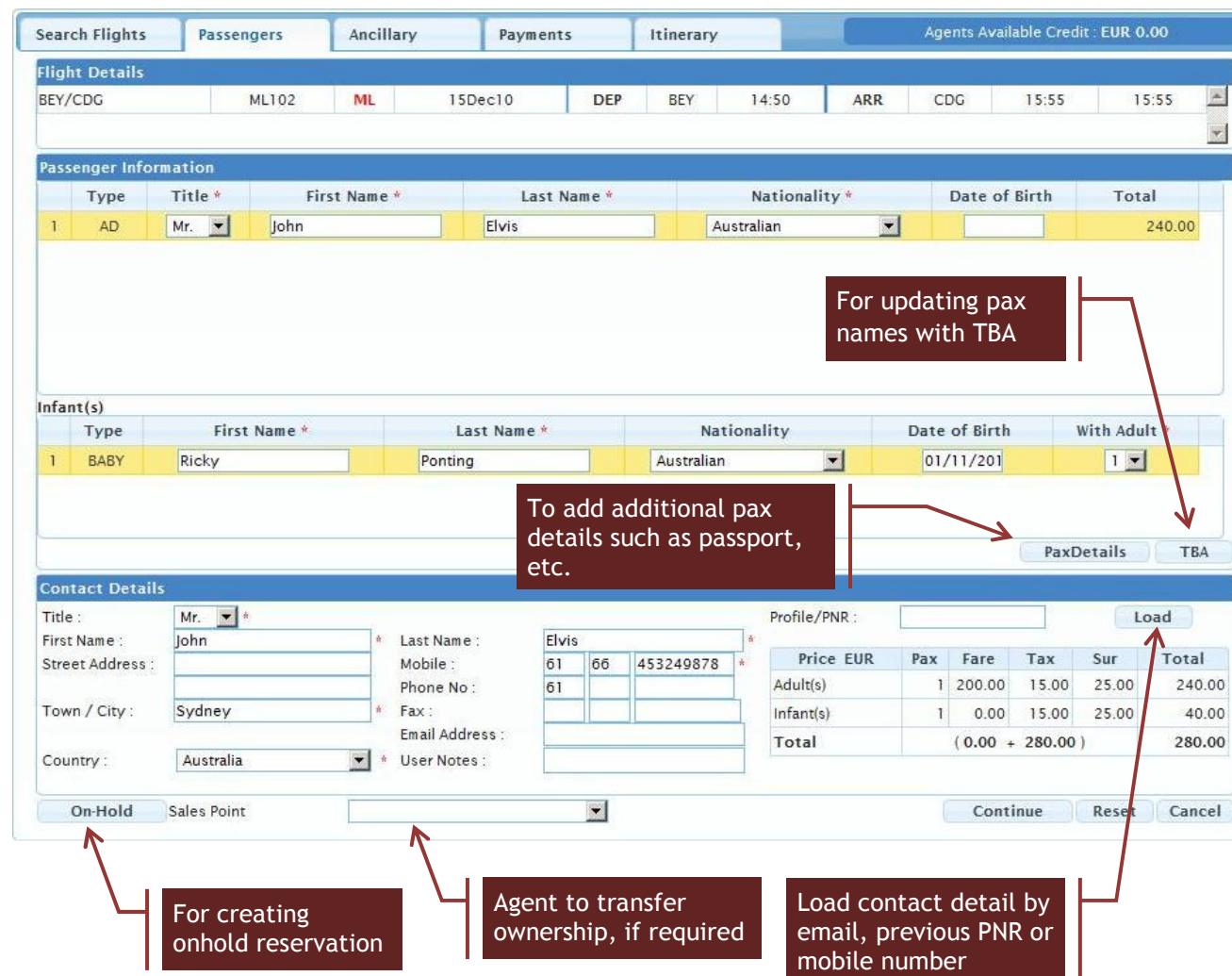
**Figure 21**

## 2.9 PAX Details

Click on the "Book" button to book the selected flight for passenger(s). The system moves on into the passenger details screen to enter the passenger details. The passenger details screen will display the selected segments along with the departure and arrival date and time on top of the screen.

Enter the passenger details as appropriate in the fields, those marked as \* are required (mandatory) fields.

When user enters Passenger Information in first row, system will populate Title, First Name and Last Name fields of 'Contact Details' with corresponding values.



Type	Title *	First Name *	Last Name *	Nationality *	Date of Birth	Total
1 AD	Mr. <input type="button" value="▼"/>	John	Elvis	Australian <input type="button" value="▼"/>		240.00

Type	First Name *	Last Name *	Nationality	Date of Birth	With Adult
1 BABY	Ricky	Ponting	Australian <input type="button" value="▼"/>	01/11/201	1 <input type="button" value="▼"/>

Contact Details		Profile/PNR :		Load	
Title :	Mr. <input type="button" value="▼"/>	Last Name :	Elvis <input type="button" value="▼"/>	Price EUR	Pax
First Name :	John <input type="button" value="▼"/>	Mobile :	61 66 453249878 <input type="button" value="▼"/>	Fare	Tax
Street Address :				Tax	Sur
Town / City :	Sydney <input type="button" value="▼"/>	Fax :		Total	
Country :	Australia <input type="button" value="▼"/>	Email Address :		240.00	
User Notes :		Adult(s) 1 200.00 15.00 25.00			
		Infant(s) 1 0.00 15.00 25.00 40.00			
		Total ( 0.00 + 280.00 ) 280.00			

For updating pax names with TBA

To add additional pax details such as passport, etc.

For creating onhold reservation

Agent to transfer ownership, if required

Load contact detail by email, previous PNR or mobile number

**Figure 22**

## 2.10 Making the Reservation, when the passenger details are Unknown

Users with 'T.B.A' Privilege can click on the T.B.A button to fill the passenger name fields by T.B.A in case the Passenger details are unknown. This is useful when making a large group booking where actual Passenger names are not known initially. These names should be changed later provided that the User is with 'Name Change' privilege.

Note: Passengers with name as TBA will not appear on PNL and ADL documents.

## 2.11 Loading the passenger contact details from the profile

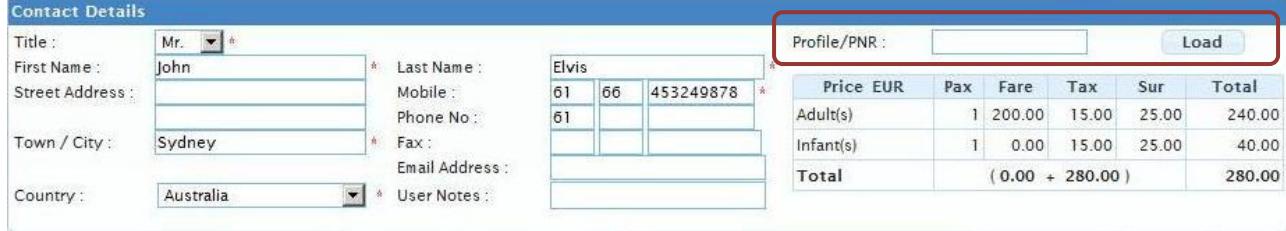
There are 3 ways that you can load contact details of a new booking if the customer has already made bookings with the airline.

- Email ID of the registered user in the Internet Booking Engine, or previous reservation's email ID
- Using an old booking number (PNR)
- Using the Mobile number
- Using the Phone number

If the Customer is already registered with the Airline through the Internet booking engine (IBE), User can request for the user id (which is a valid email id) and key it in and click on the 'Load' button.

System populates the PAX contact details from the profile

E.g.:



The screenshot shows a 'Contact Details' form with various input fields for passenger information. On the right side, there is a summary table titled 'Profile/PNR' which includes columns for Price EUR, Pax, Fare, Tax, Sur, and Total. The 'Total' row shows a value of 280.00. A red box highlights the 'Profile/PNR:' input field and the 'Load' button.

Profile/PNR:		Load			
Price EUR	Pax	Fare	Tax	Sur	Total
Adult(s)	1	200.00	15.00	25.00	240.00
Infant(s)	1	0.00	15.00	25.00	40.00
<b>Total</b>		( 0.00 + 280.00 )			280.00

Figure 24

Enter the IBE registered profile id or PNR number (email address) in the field and click the Load button. Or enter the Mobile number or Phone number in respective fields and click the Load button.

## 2.12 Adding Ancillary Services

Based on the Ancillary Services enabled by an Airline, “Ancillary Services” sections would be enabled. When continuing from PAX details to payment or “On Hold” request, system will prompt user for each and every ancillary service enabled on the flight.

Following menu is presented with all the available ancillary services. Ancillary page is loaded with chosen ancillary default selected.



### 2.12.1 Seat Selection

For flights with seat selection enabled, after entering Passenger Details, you can select a preferred seat. When the prompt displayed requesting a selection, if a preferred seat to be selected, click “OK” on the displayed prompt, else “Cancel” to proceed with next step.

Preferred seating could be selected by flight segment wise.

I.e.: In case of a connection return, if there are 4 flights involved, you have an option of selecting seats of any required segments.

The seat sap will display the arrangement of seats in the Aircraft, available seats for selection and also if any charges for any seats on moving the mouse pointer over the desired seat.

To select a seat for a passenger, click on the passenger & click the preferred seat from the seat map. To remove an already selected from a passenger or to change, click on the “Remove” button next to the passenger name.

To select a seat for another segment, select the required segment from the drop down.

Once all preferred seats are selected, click on the “Continue” button to proceed to next step.

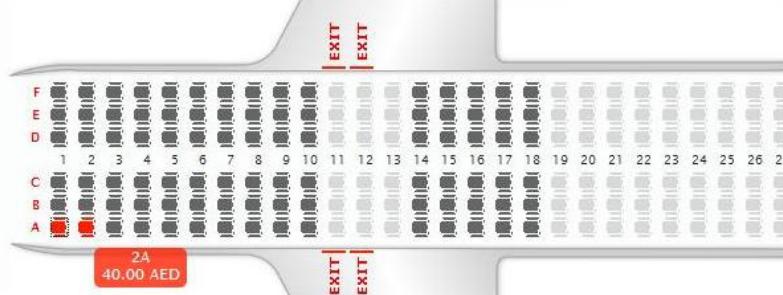
**Seat Request**

Segments

MCT/SHJ
G90114
10DEC10 10:45
SHJ/BAH
G90109
10DEC10 17:15

Payments Itinerary Agents Available Credit : AED 0.00

Seats Meals Insurance SSR



Available Seat Occupied Seat Selected Seat

Pax wise breakdown for MCT/SHJ 10DEC10 10:45			AED
Passenger Name	Seat No	Seat Charge	
Thompson Edison	1A	50.00	X
Rikcy Martin			X

Price Breakdown		AED
Ticket Price	760.00	
Seat Request	50.00	
Meal Request	0.00	
Travel Insurance	0.00	
SSR Needs	0.00	
<b>T O T A L</b>	<b>810.00</b>	

Continue View Summary Cancel

**Figure 25**

### 2.12.2 Insurance

If integrated with insurance provider, for departing countries with insurance enabled, you can select to purchase insurance for the journey.

Only users with the privilege to add insurance quotes are allowed to sell insurance.

Users with the privilege to add insurance to on hold bookings will be allowed to save insurance quotes.

To add Insurance to a reservation, click on the check box and press on Continue button.

Search Flights Passengers Ancillary Payments Itinerary Agents Available Credit : AED 0.00

Travel Insurance Seats  Insurance  SSR 

Travel Insurance cost AED 18.45

Yes, Traveler like to purchase Travel Insurance.

Click here to view the Rak Airways Terms and Conditions [Terms & Conditions](#).

Travel Insurance		Price Breakdown
Description	Amt	AED
Adam Smith	18.45	Ticket Price 275.00
		Seat Request 0.00
		Travel Insurance 18.45
		SSR Needs 0.00
		<b>T O T A L 293.45</b>

[Continue](#) [View Summary](#) [Cancel](#)

**Figure 26**

### 2.12.3 Meal Selection

If any meals are sold on any flight segments, meal menu and selection of meals per passenger will be displayed.

Meal selection is allowed by flight segment and as per the menu linked to the flight, meals list will be displayed.

The Menu displays the meals available for sale and the charges associated with it.

To select a meal, click on the passenger by clicking on the name of the passenger and select a meal from the “Select Meal” list. Once a meal is selected, click on “Continue” to proceed to the next step.

To remove a meal, click on the “Remove” button next to the passenger name.

Search Flights	Passengers	Ancillary	Payments	Itinerary	Agents Available Credit : AED 0.00																																	
<b>Meal Request</b> <div style="text-align: right;"> <span>Seats </span> <span>Meals </span> <span>Insurance </span> <span>SSR </span> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Segments</th> <th style="width: 85%;">Meal</th> <th style="width: 10%;">Charge</th> </tr> </thead> <tbody> <tr> <td>MCT/SHJ G90114 10DEC10 10:45</td> <td>Beef Salami Combo</td> <td>20.00</td> </tr> <tr> <td>SHJ/BAH G90109 10DEC10 17:15</td> <td>Child Meal</td> <td>15.00</td> </tr> <tr> <td></td> <td>Fresh Fruit Salad</td> <td>15.00</td> </tr> <tr> <td></td> <td><b>Green Salad</b></td> <td><b>15.00</b></td> </tr> <tr> <td></td> <td>Halloumi Cheese Combo</td> <td>20.00</td> </tr> <tr> <td></td> <td>Smoked Turkey Combo</td> <td>20.00</td> </tr> <tr> <td></td> <td>Vegetable Fajita Combo</td> <td>20.00</td> </tr> </tbody> </table> <p>Segment wise meals can be selected by clicking segments on left hand side <span style="float: right;"><a href="#">View Menu</a></span></p>						Segments	Meal	Charge	MCT/SHJ G90114 10DEC10 10:45	Beef Salami Combo	20.00	SHJ/BAH G90109 10DEC10 17:15	Child Meal	15.00		Fresh Fruit Salad	15.00		<b>Green Salad</b>	<b>15.00</b>		Halloumi Cheese Combo	20.00		Smoked Turkey Combo	20.00		Vegetable Fajita Combo	20.00									
Segments	Meal	Charge																																				
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	Halloumi Cheese Combo	20.00																																				
	Smoked Turkey Combo	20.00																																				
	Vegetable Fajita Combo	20.00																																				
<b>Pax wise breakdown for MCT/SHJ 10DEC10 10:45</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Passenger Name</th> <th style="width: 25%;">Meal Charge</th> <th style="width: 15%;">Qty</th> <th style="width: 15%;">Amt</th> <th style="width: 10%; text-align: center;">X</th> </tr> </thead> <tbody> <tr> <td>Thompson Edison</td> <td></td> <td>1</td> <td>15</td> <td style="text-align: center;"></td> </tr> <tr> <td>Green Salad</td> <td>15.00</td> <td>1</td> <td>15</td> <td style="text-align: center;"></td> </tr> <tr> <td>Rikcy Martin</td> <td></td> <td>0</td> <td>0</td> <td style="text-align: center;"></td> </tr> </tbody> </table>				Passenger Name	Meal Charge	Qty	Amt	X	Thompson Edison		1	15		Green Salad	15.00	1	15		Rikcy Martin		0	0		<b>Price Breakdown</b> <span style="float: right;">AED</span> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>Ticket Price</td> <td>760.00</td> </tr> <tr> <td>Seat Request</td> <td>50.00</td> </tr> <tr> <td>Meal Request</td> <td>15.00</td> </tr> <tr> <td>Travel Insurance</td> <td>0.00</td> </tr> <tr> <td>SSR Needs</td> <td>0.00</td> </tr> <tr> <td><b>T O T A L</b></td> <td><b>825.00</b></td> </tr> </tbody> </table>			Ticket Price	760.00	Seat Request	50.00	Meal Request	15.00	Travel Insurance	0.00	SSR Needs	0.00	<b>T O T A L</b>	<b>825.00</b>
Passenger Name	Meal Charge	Qty	Amt	X																																		
Thompson Edison		1	15																																			
Green Salad	15.00	1	15																																			
Rikcy Martin		0	0																																			
Ticket Price	760.00																																					
Seat Request	50.00																																					
Meal Request	15.00																																					
Travel Insurance	0.00																																					
SSR Needs	0.00																																					
<b>T O T A L</b>	<b>825.00</b>																																					
<a href="#">Continue</a> <a href="#">View Summary</a> <a href="#">Cancel</a>																																						

**Figure 27**

#### 2.12.4 Summary of ancillary selected

After ancillary selection is done, summary could be viewed by clicking ‘View Summary’ button and the respective screen sample is given below.

Ancillary Summary					
Seat Selection Details					
Passenger Name	Segment	Flight No	Departure Date	Seat Number	Charge
Thompson Edison	MCT/SHJ	G90114	10DEC10 10:45	1A	50
Rikcy Martin	MCT/SHJ	G90114	10DEC10 10:45	1B	50
Thompson Edison	SHJ/BAH	G90109	10DEC10 17:15	1A	50
Rikcy Martin	SHJ/BAH	G90109	10DEC10 17:15	1F	50
Meals Selection Details					
Passenger Name	Segment	Flight No	Departure Date	Meal(s)	Charge
Thompson Edison	SHJ/BAH	G90109	10DEC10 17:15	Beef Salami Combo	20
Rikcy Martin	SHJ/BAH	G90109	10DEC10 17:15	Halloumi Cheese Combo	20
Special Service Requests					
Passenger Name	Segment	Flight No	Departure Date	SSR Description	
Thompson Edison	MCT/SHJ	G90114	10DEC10 10:45	VIP	
Thompson Edison	SHJ/BAH	G90109	10DEC10 17:15	VIP	

## 2.13 Making an On Hold Reservation

Once the Passenger details are keyed in, and if the Customer wishes to pay later, System allows generating an on hold reservation. Reservation release time stamp is calculated as per a pre-defined parameter value (i.e.: 48 Hours) and outside the restricted buffer time (i.e.: 24 hours).

If no payment is made on an on hold reservation prior to release time stamp, system cancels the on hold reservation and seats are released back to the Flight inventory.

When a Customer requests to make the payment from another Agency prior to placing the booking on hold, User's with 'Transfer Ownership' privilege can select the Agent name from the 'Sales Point' and press 'On Hold'. Sales Points list is populated with a list of Agents and User is allowed to select the Agent and put reservation 'On Hold'. By doing this, original Agent is transferring the ownership of the reservation to the selected Agent.

When a reservation is requested to be put on hold, system considers the departure time of the earliest departure prior to calculating the release time stamp. On hold time stamps is always calculated to be released outside the buffer hours before a departure unless the request is made by a user with the privileges to 'Allow on Hold during Buffer time'.

Additionally higher level privileged users can be allowed make an on hold reservation within the buffer time (i.e. within 24 hours from flight departure), number of hours user is allowed to on hold the reservation will depend on the airline configuration.

For an example, a booking is made for tomorrow's morning flight (departure is within 24 hrs), reservation cannot be put on hold unless the user is granted with 'Buffer Time allow on hold' privilege. In this case, on hold release time stamp is calculated for a system defined period. (i.e.: Reservation put on-hold for 4 hours)

Once the booking is created, On Hold booking details displayed as follows. Booking Reference (PNR) and release time stamp as per users local time is displayed.

When making a booking with a special promotional fare that would not allow making on hold bookings using these, you will not be allowed to put the booking on hold. However, users with the privilege to override this will be allowed to put the booking on hold.

Search Flights	Passengers	Ancillary	Payments	Itinerary	Agents Available Credit : AED 0.00		
Reservation View : New booking is successfully completed					Release Date & Time :	30-11-2010 03:06 (Tuesday)	
PNR : <u>22666874</u> (ONHOLD)							
<b>Departing Flight(s)</b>							
SHJ/MCT	G90113	<b>G9</b>	DEP	15-12-2010 09:10	ARR	15-12-2010 10:05	NORMAL
<b>Passenger Information</b>							
Passenger Name				Additional Service Details			
Adult(s)		Segment	Seat	SSR(s)			
1 MR Sunil Gavaskar		SHJ/MCT	2F	VIP			
Children		Segment	Meal(s)	SSR(s)			
2 MR Sachin Tendulkar		SHJ/MCT	Smoked Turkey Combo	VIP			
<b>Payment Details</b>							
Total Airfare							10.00
Total Tax							150.00
Total Surcharge							220.00
Total Fee							0.00
Total Amount							380.00 AED
<b>Contact Details</b>							
First Name :	Sunil	Last Name :	Gavaskar				
Address :							
City :	Bombay	Mobile No :	91-1-12121221				
Country :	India	Phone No :	91-				
E-mail :	sunil@gmail.com	Fax No :	--				
Itinerary Language	<input type="button" value="▼"/>	Print Ticket Chg	<input checked="" type="checkbox"/>	<input type="button" value="Print"/>			

**Figure 28**

Only the bookings made using ‘Normal’ fares are allowed to put on hold. If the booking is with restricted fare, cannot make the booking as an on hold.

## 2.14 Making the Payment

Click on the Continue button in the Contact details screen to make the payment. The payment screen’s grid located on top, displays all the charge details.

E.g.:

Search Flights	Passengers	Ancillary	Payments	Itinerary	Agents Available Credit : AED 0.00		
<b>Payment Details</b>							
Total Fare	60.00	Ticket Price	393.45				
Total Taxes/Charges	333.45	Paid	0.00				
CNX/MOD Charge	0.00	Balance to Pay	393.45				
Handling Charge	0.00						

**Figure 29**

The mid part of the screen displays the Passenger details.

Passenger Payment Details						
Passenger Name	Total	Paid	To Pay	Used Credit	Credit	Remove
MR. Adam Smith	375.00	0.00	375.00	0.00	<input type="button" value="Credit"/>	<input type="button" value="Remove"/>
Child. MISS. Sonia Sania	375.00	0.00	375.00	0.00	<input type="button" value="Credit"/>	<input type="button" value="Remove"/>

Balance to pay for the remaining passengers : 0 AED [0.00 BHD ]      Amount paid for the selected passengers : 750.00 AED

**Figure 30**

System calculates the amount ‘To pay’.

Once a reservation is made, either it can be put on hold or confirmed. System does not allow creation of partially settled reservations.

Users with ‘Accept Partial Payments’ Privilege are allowed to accept payments for selected Passengers and System creates a confirmed reservation for the paid Passengers and others on, on hold reservation.

The bottom part of the Payment screen contains the Payment Options section.

Select the appropriate option from the Payment Option section. If Credit Card option is selected Credit Card Details Section will be enabled.

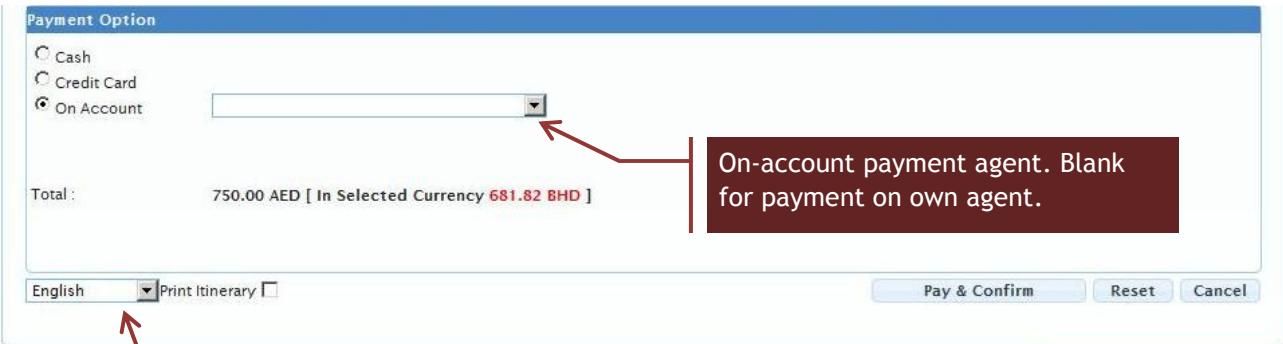
Any booking with restricted fares, not allowed splitting and paying. This is applicable to users with partial settlement privilege as well.

## 2.15 Payment Methods

Payment options displayed are based on the privileges assigned to each user and Agent. Following payments methods are available:

- On Account Payment
  - Users with available credit funds are allowed to confirm a booking with ‘On Account’ payment method.
  - Users with ‘On Account with Reporting Agents’ are allowed record on account payment against their own or any of the reporting agents.
  - Users with highest privilege ‘Any On Account’ are allowed to record an on Account transaction against any Agent with available funds.
- Cash Payment
- Credit Card Payment
- Settle with existing Customer Funds (Credit)

E.g.: When a User with Cash, Credit Card and On Account with Reporting Agents options, screen is shown like follows:



The screenshot shows a 'Payment Option' window. At the top, there are three radio buttons: 'Cash', 'Credit Card', and 'On Account'. The 'On Account' button is selected. Below it is a dropdown menu. To the right of the dropdown is a note: 'On-account payment agent. Blank for payment on own agent.' A red arrow points from this note to the dropdown menu. At the bottom left is a language selection dropdown set to 'English'. To its right is a 'Print Itinerary' checkbox. On the far right are 'Pay & Confirm', 'Reset', and 'Cancel' buttons.

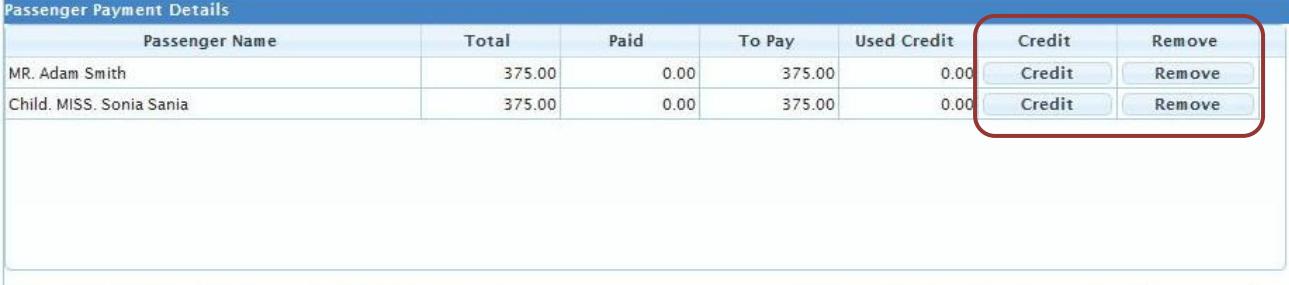
**Figure 31**

Itinerary email language

When a payment is recorded, if an external payment reference also to be captured, then this could be enabled as a configuration and at Agency level it will be possible to identify for which agencies payment reference to be captured and if mandatory or optional.

If actual client payment method to be captured for certain payment modes, it can be enabled in the system and in this case, there will be an additional prompt to select the actual payment method and any references. I.e.: For Cheques, capture the cheque number etc

## 2.16 Making use of Available Credit



The screenshot shows a 'Passenger Payment Details' table. It has columns for Passenger Name, Total, Paid, To Pay, Used Credit, Credit, and Remove. Two rows are shown: 'MR. Adam Smith' and 'Child. MISS. Sonia Sania'. Both rows have 'Credit' and 'Remove' buttons in the last two columns. A red box highlights the 'Credit' and 'Remove' buttons for both rows. At the bottom, there are status messages: 'Balance to pay for the remaining passengers : 0 AED [0.00 BHD ]' and 'Amount paid for the selected passengers : 750.00 AED'.

**Figure 32**

Credit button - Click on the Credit button when Customer informs there is a credit balance and request to utilize this as a full or part payment to the reservation.

Remove button - After applying selected Credit, and if there is a need to revert back, click on the 'Remove' button.

The screenshot shows a Mozilla Firefox browser window with the URL <http://rak.isaaviations.com/xbe/private/showNewFile!loadCredit.action>. The page title is "User Previous Credits". The search section includes fields for "Exact Match" (checked), "Load Zero Balance" (unchecked), "PNR" (empty), "First Name" (Adam), "Last Name" (Smith), and a "Search" button. Below these are "Advance Search" and "Clear" buttons.

**Figure 33**

By default, system searches for the same passenger name (whom the reservation to be made for). If the user is allowed to 'Apply any credit', system allows overriding the First name and last name.

Users who are allowed advanced search can click on the 'Advance Search' link and search by additional fields.

The screenshot shows the same Mozilla Firefox browser window as Figure 33, but with the "Advance Search" link clicked. This reveals additional search fields: "From" and "To" dropdown menus, "Departure Date" and "Arrival Date" date pickers, "Credit Card No." (Last 4 digits) input field, "Expiry Date" (MM/YY) input field, "Telephone No.", and "Flight No." input fields.

**Figure 34**

**User Previous Credits**

Search		Load Zero Balance :		First Name :		Last Name :		Search	
Exact Match :	<input checked="" type="checkbox"/>	PNR :	<input type="text"/>	Test	<input type="text"/>	Test	<input type="text"/>	Test	<input type="button" value="Search"/>
<u>Advance Search</u>		From :	<input type="text"/>	Departure Date :	<input type="text"/>	Telephone No :	<input type="text"/>	Flight No :	<input type="text"/>
		To :	<input type="text"/>	Arrival Date :	<input type="text"/>				
		Credit Card No. :	<input type="text"/> (Last 4 digits)	Expiry Date :	<input type="text"/> (MM/YY)				
<b>PNR Details</b>									
PNR	Name	Flight No	Dept. Date	Arrival Date	Segment	Pax	Status		
10007847	test, test	RT301 RT	20/00/2010 22:00	21/45/2010 00:45	CCJ/RKT	1/0/0	CNF		
		1R105 1R	21/00/2010 04:00	21/00/2010 06:00	RKT/XNB				
		1R106 1R	24/00/2010 04:00	24/00/2010 06:00	XNB/RKT				
		RT300 RT	25/10/2010 16:10	25/00/2010 21:00	RKT/CCJ				
<input type="checkbox"/> MR.test, test		638.00							
10007848	TEst, test	RT301 RT	17/00/2010 22:00	18/45/2010 00:45	CCJ/RKT	1/0/0	CNF		
		1R105 1R	18/00/2010 04:00	18/00/2010 06:00	RKT/XNB				
		1R106 1R	19/00/2010 04:00	19/00/2010 06:00	XNB/RKT				
		RT300 RT	19/10/2010 16:10	19/00/2010 21:00	RKT/CCJ				
<input type="checkbox"/> MR.test, test		378.00							
10007899	test, test	RT102 RT	01/00/2010 12:00	01/00/2010 14:00	TNB/RKT	1/0/0	CNF		
		RT300 RT	02/10/2010 16:10	02/00/2010 21:00	RKT/CCJ				
<input type="checkbox"/> MR.test, test		25.00							
10007854	test, test	RT301 RT	13/00/2010 22:00	14/45/2010 00:45	CCJ/RKT				
		RT301 RT	14/00/2010 22:00	15/45/2010 00:45	CCJ/RKT				
Amount Due : 375.00				Amount Paying : 0.00				<input type="button" value="Confirm"/>	<input type="button" value="Cancel"/>

**Figure 35**

Amount due is displayed on the bottom of the screen and User is allowed to select one more credit funds required to settle the due. ‘Amount Paying’ indicates the total of all selected credits.

Total selected credit could be more than the due. However, when ‘Confirm’ button is clicked, system will apply credit only up to due amount from the passenger.

## 2.17 Confirm Booking

Once the payment is made successfully the system displays the itinerary of the reservation.

The itinerary contains all the necessary information about the flight departure and arrival time, passengers, fares and taxes, and the contact details.

Once the payment is made successfully, a copy of the itinerary will be emailed to the Customer, if an email id is provided in the contact details.

The top part of the itinerary contains the flights details including the new Reservation number (PNR).

Reservation View : New booking is successfully completed  
PNR : 22666875

(CONFIRMED) 

**Confirmed Booking**

Departing Flight(s)		Passenger Information					
SHJ/BAH	G90101	G9	DEP	15-12-2010 08:15	ARR	15-12-2010 08:25	NORMAL
		Passenger Name <b>PNR</b>					
Adult(s)		Segment	Seat	Additional Service Details			
1 MR Sam Perera		SHJ/BAH	1F	SSR(s) Wheelchair, On-Board			
Children		Segment	Meal(s)				
2 MR Sunil Perera		SHJ/BAH	Smoked Turkey Combo				
Payment Details							
Total Airfare							150.00
Total Tax							150.00
Total Surcharge							230.00
Total Fee							0.00
Total Amount (106.00 EUR)							530.00 AED
Contact Details							
First Name :	Sam		Last Name :	Perera			
Address :							
City :	Colombo		Mobile No :	94-1-1122334422			
Country :	Sri Lanka		Phone No :	94-			
E-mail :	sam@gmail.com		Fax No :	--			
Itinerary Language	English	<input type="checkbox"/> Print Ticket Chg	<input checked="" type="checkbox"/>	<input type="button" value="Print"/>			

**Figure 36**

When a user with ‘Partial Payments’ privilege select Passengers and confirm payment, confirmation screen is displayed as follows with confirmed PNR and On Hold PNR.

*TODO***Figure 37**

Click on the PNR number and System opens up the Modify Reservation screen.  
To make a new booking, click on the ‘Search Flights’.

Additionally, if a receipt to be generated for selected payments based on a configuration, a receipt will be generated.

### 3. FIND RESERVATION



**Figure 38**

As displayed in the above figure, this is the second option available on the XBE main menu. On clicking of this option or by pressing ‘Alt + 2’ user can launch the ‘Find Reservation’ screen.

View Figure below.



The screenshot shows the 'Search Reservation' interface. At the top left, it says 'Search Reservation'. On the right, it displays 'Agents Available Credit : EUR 0.00'. Below the title, there's a search bar with fields for 'First Name' and 'Last Name'. To the left of the search bar, there's a section labeled 'Search' with a 'PNR' input field. A red arrow points from a callout box containing the text 'Uncheck this to include part matching as well' to the 'Exact match' checkbox, which has a checkmark in it. Other options in the 'Search' section include 'Advance Search' and radio buttons for 'Search By PNR' and 'Ticket Number'.

**Figure 39**

Purpose of this screen is to allow Call Centre/Travel Agent Users to search for an existing booking and make required modifications or accept Payment for an on hold reservation.

#### 3.1 Search Options

At least one of the search criteria should be entered to continue with search. Enter the required fields, click “Search” to commence the search for reservation that matches the criteria you have entered.

If User has “Search All Reservations” privilege, PNR’s owned by other Agents also are displayed. Otherwise only the PNR’s which are owned by the user’s Agent are displayed.

When “Exact Match” is unchecked, then search is performed for partial results only for the “First Name”, “Last Name” entered for the reservation. For instance if “Aaa” is entered in the Last Name then searching “Aaa” retrieves all booking with either contact persons or passengers with last name starting with ‘Aaa’ in the partial match result. View figure below that demonstrates this example.

For airlines that had integrated with a GDS and/or enabled e-ticket by Passenger, search criteria is enabled to search by these parameters also.

Search retrieved all reservations where the specified name is a Passenger (PAX) or the Contact person.

**Search Reservation**

Agents Available Credit : EUR 0.00

**Search**

Exact match :  PNR  Ticket Number

PNR :  First Name :  Last Name :  Search

[Advance Search](#)

[PNR LIST](#)

**Search Results**

PNR	Name	PNR Status	Flight No	Dept. Date	Arrival Date	Segment	Pax	Status
1	10000021 kyle, Smith	CNF	ML102 ML	05/12/2010 14:50	05/12/2010 15:55	BEY/CDG	1/0/1	CNF
			ML101 ML	20/12/2010 09:00	20/12/2010 14:05	CDG/BEY	1/0/1	CNF
2	10000020 Roger, Smith	OHD	ML101 ML	10/12/2010 09:00	10/12/2010 14:05	CDG/BEY	1/0/0	CNF
			ML102 ML	15/12/2010 14:50	15/12/2010 15:55	BEY/CDG	1/0/0	CNF
3	10000019 Adam, Smith	CNF	ML101 ML	10/12/2010 09:00	10/12/2010 14:05	CDG/BEY	2/0/0	CNF
			ML102 ML	20/12/2010 14:50	20/12/2010 15:55	BEY/CDG	2/0/0	CNF

**Figure 40**

'PNR List' bar displayed on the right hand side of the screen can be clicked to view the last 10 PNR's accessed and book marked by the User. Click on the bar to open the list.

**Search Reservation**

Agents Available Credit : EUR 0.00

**Search**

Exact match :  PNR  Ticket Number

PNR :  First Name :  Last Name :  Search

[Advance Search](#)

[PNR LIST](#)

**Search Results**

PNR	Name	PNR Status	Flight No	Dept. Date	Arrival Date	Segment
1	10000019 Adam, Smith	CNF	ML101 ML	10/12/2010 09:00	10/12/2010 14:05	CDG/BEY
			ML102 ML	20/12/2010 14:50	20/12/2010 15:55	BEY/CDG

**PNR LIST**

- 10000020 - Roger
- 10000021 - kyle
- 10000019 - Adam

**Figure 41**

Click on the PNR List again to minimize the list.

On clicking 'Advance Search' the user can perform detailed search options. View figure below for the screen that is displayed, when "Advance Search" is clicked.

**Search Reservation**

Agents Available Credit : EUR 0.00

**Search**

Exact match :  PNR  Ticket Number

PNR :  First Name :  Last Name :  Search

[Advance Search](#)

From :  Departure Date :  Telephone No :   
To :  Arrival Date :  Flight No :

Credit Card No. :  (Last 4 digits) Expiry Date :  (MM/YY) CC Auth. code :   
BC Type :

[PNR LIST](#)

**Figure 42**

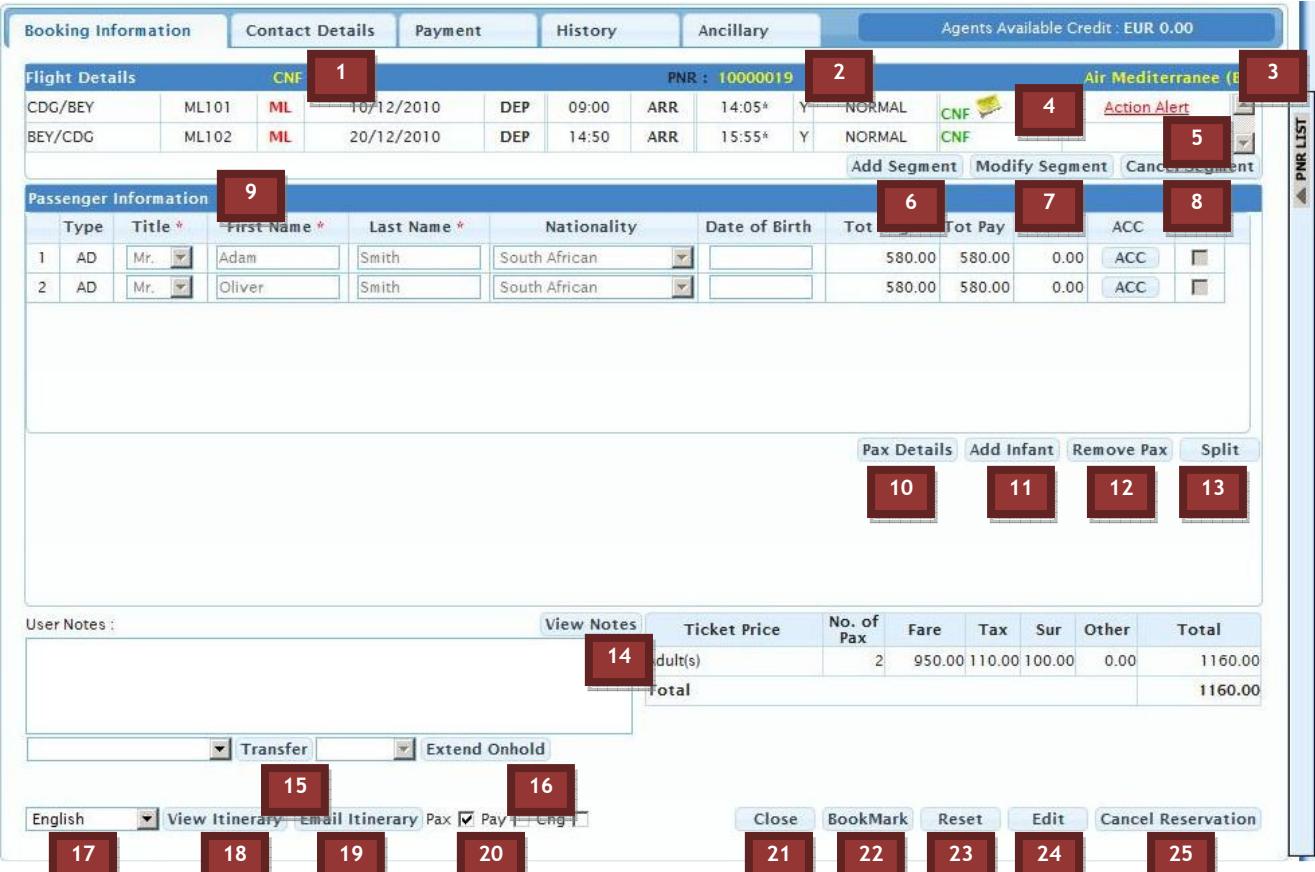
### 3.2 Advanced Search

User is provided with the following detailed options when performing an advanced search: -

- Search by travel origin and/or destination by using “From” and “To”
- Search for bookings with a departure date on or after a specified date
- Search for bookings with an arrival date on or before specified date
- Search for a booking by selected Credit card details

When the user clicks on a row of the search results, he will be navigated to “Modify Reservation-Booking Information” screen.

### 3.3 Modify Reservation – Main Screen



The screenshot shows the 'Modify Reservation - Main Screen' with the following numbered points:

- 1**: Status of the PNR: CNF=Confirmed, OHD=On Hold, CNF (Forced) =Forced Confirmed (with partial or no payment). For an on hold reservation, release time stamp also displayed.
- 2**: Indicates the PNR Number.
- 3**: Airline: Air Mediterranean (B).
- 4**: Action Alert.
- 5**: PNR LIST button.
- 6**: Total amount for passenger 1.
- 7**: Total amount for passenger 2.
- 8**: ACC status for passenger 1.
- 9**: Passenger Information section header.
- 10**: Pax Details button.
- 11**: Add Infant button.
- 12**: Remove Pax button.
- 13**: Split button.
- 14**: User Notes section.
- 15**: Transfer button.
- 16**: Extend Onhold button.
- 17**: English language dropdown.
- 18**: View Itinerary button.
- 19**: Email Itinerary button.
- 20**: Pax Pay button.
- 21**: Close button.
- 22**: BookMark button.
- 23**: Reset button.
- 24**: Edit button.
- 25**: Cancel Reservation button.

Figure 43

Information displayed on this screen is explained through the numbers. Follow the numbers and description below.

I.e.: Number 1 marked on the screen refers to point 1 below.

1. Status of the PNR: CNF=Confirmed, OHD=On Hold, CNF (Forced) =Forced Confirmed (with partial or no payment). For an on hold reservation, release time stamp also displayed.
2. Indicates the PNR Number

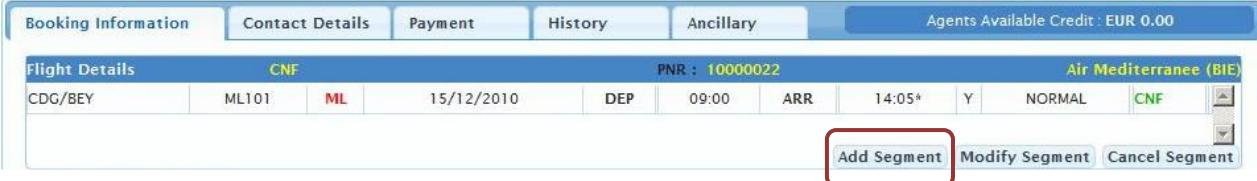
3. Shows the owner Agent of the Reservation
4. Indicates there is an alert. Place the cursor over the yellow stick note (i.e.: ) to view the details of the alert.
5. To access the “Clear Alert” and clear or “Transfer” the passenger to another flight screen when there is an active alert.
6. To add a segment for the reservation click “Add Segment”
7. To modify a future segment, select the particular segment and click “Modify Segment” Button
8. If the Segment is within buffer time, only the User's with privilege ‘Modify Buffer - Segment’ are allowed to modify.
9. To cancel a segment, select the particular segment and click “Cancel Segment” Button
10. For a reservation with only one segment, only ‘Cancel Reservation’ is enabled.
11. Displays Passenger Information details
12. Passenger account details including charges and payment details can be viewed by clicking on ‘ACC’ link. Facilities to carry out additional adjustments & refunds are available within this screen.
13. SSR details can be viewed and/or updated through the ‘SSR’ link. When there is a SSR defined for a PAX, an asterisk (\*) is displayed next to SSR link.
14. To View the additional details (like passport number and Date of Birth) of the passenger click “PAX Details” button
15. To add infants to the Booking (PNR) click “Add Infants” button
16. To remove passengers or Infants from the PNR, select Adults and/or infants and then click “Remove Pax” button
17. To extract PAX into a separate PNR, select Adults and/or infants and then click “Split” button
18. To view the user notes of the PNR click “View Notes” button. To add a User note, click on the text area & key in the note
19. To transfer the ownership of the PNR to another Agent, click “Transfer” button after selecting the transferring Agent from the drop down next to ‘Transfer’
20. To extend or reduce the on hold time of an ‘On Hold’ PNR, click “Extend On hold” after selecting

 the time and the date. (i.e.:  ). As in ‘On Hold’ time calculation, only time stamps authorized as per rules are allowed. For an example, if the user is allowed to make adjustment within the buffer time, on-hold release time stamp can be extended up to flight close time.

21. Shows the passenger's Fares and Taxes of the reservation and total ticket price
22. To view the Itinerary, click “View Itinerary” button after selecting the language from the dropdown.

23. Based on a privilege, “View Itinerary” allows print/view itinerary for all pax in one itinerary or individual itineraries.
24. To E-mail the itinerary in the selected language, click “E-Mail Itinerary” button after selecting the language from the dropdown. E-mail itinerary button is enabled only when a contact e-mail ID is specified.
25. Some of the information displayed/printed in the itinerary is customized. If you are allowed these privileges click on the options in order to exclude/include additional payment details against PAX, Payment information & Charges breakdown. (Options available Pax  Pay  Chgs  )
26. To go back to the Search Reservation screen without book marking the current reservation click “Close” button
27. To book mark the current booking to ‘PNR List’ and go back to the Search Reservation screen click “Bookmark” button
28. To clear off the entered data click “Reset” button
29. To enable the controls for edit, click “Edit” button. In edit mode, button is renamed as ‘Save’.
30. To cancel the whole reservation click “Cancel Reservation” button
31. To view & select the current book marked PNR’s click “PNR List” link

### 3.4 Add Segment



The screenshot shows a software interface for managing flight bookings. At the top, there are tabs for 'Booking Information', 'Contact Details', 'Payment', 'History', and 'Ancillary'. To the right of these tabs, it says 'Agents Available Credit : EUR 0.00'. Below the tabs, there's a section for 'Flight Details' with fields for departure (CDG/BEY), arrival (ML101), class (ML), date (15/12/2010), and times (DEP 09:00, ARR 14:05). The airline is listed as 'Air Mediterranee (BIE)'. At the bottom of this section, there are three buttons: 'Add Segment' (highlighted with a red box), 'Modify Segment', and 'Cancel Segment'.

**Figure 44**

Click on “Add Segment” button to add a new segment.

“Search Flights” screen will be displayed to select the flights and on “Search” button click available flight details will be displayed.

User can change from/To, Departure/Arrival Dates, class of service and type of the booking. (i.e.: convert a Standby booking to a Normal).

User is not allowed to change number of PAX in the reservation.

When Adding Segments to existing booking, users are allowed to mix class of services, Fare Types (if enabled) and type (Normal or Standby).

Depending on the user selection, the system displays all the flights available as in make booking.

After adding a normal segment (i.e. a segment with normal fares), users with privilege to save changes without force payment are allowed to save the changes without collecting payment due immediately.

If not, it is not possible to leave the reservation on hold, or part paid as due payment must be made.

When confirming the changes without collecting payment, click on the ‘Confirm’ button.

When confirming the changes & Payment collected click on the ‘Pay & Confirm’ button.

When adding a restricted fare segment, changes needs to be confirmed with full payment as without complete payment even if the user has partial settlement privileges.

Once payment is completed, modify Reservation screen is re-displayed and modifications are reflected.

### 3.5 Cancel Segment

Any fare segments can be cancelled as long as they are not flown, within buffer time or modification restricted. Some of the controls could be overridden by users with higher privileges.

To cancel a segment, click on the segment in the segment grid and press the Cancel segment button.

Only a Segment with a future travel date and outside buffer time can be cancelled.

Users with the Privilege to modify flown segments are allowed to cancel past segments.

Once the Cancel Segment button is clicked, the confirmation screen is displayed.

Click on ‘Pax Summary’ to view details by Passenger.

### Confirm Update

Segment Summary		Override Charges - per PAX/Segment			
	Update OND Charges	New OND Charges			
FARE	300.00	0.00			
TAX + SUR	65.00	0.00			
CNX Charges	0.00	0.00			
MOD Charges	0.00	0.00			
Adjustments	0.00	0.00			
Total Charges	365.00	0.00			
Non Refundable Amount	0.00	0.00			
Refundable Amount	365.00	0.00			
Credit : 365.00		Due : 0.00			
Adult CNX Charges : <input type="text" value="0.00"/> <input type="button" value="Override"/> <input type="button" value="Apply"/>					
PAX Summary					
Pax Name	Total Charges Current	Total Charges New	Total Payments Current	Total C/F New	Balance
Mr Brad Thomson	365.00	0.00	365.00	365.00	-365.00

**Figure 45**

Top left grid shows a summary of the Account for the segment to be cancelled. If any of the Fares or charges is creditable, and if a payment already made, credit value is calculated and displayed as a negative value. As per the Fare rule of the cancelling segment Fare, a cancellation charge is applied to each PAX.

**Credit Amount = New Total + New O n D Charge – Paid**

Click on the ‘PAX Summary’ to view the detail break down by Passenger.

Users with ‘Override charges’ privilege can override the default Cancellation (CNX) charge of each PAX type (Adult, Child, Infant). Click on ‘Confirm’ to cancel the Segment or click on ‘Close’ button to abandon cancel segment.

Click on the Confirm button to confirm the cancellation of the segment.

### 3.6 Modify Segment

This Section helps user to modify the segment details of the reservation

- Select the relevant segment you wish to modify
- Click the “*Modify Segment*” button
- Flight search is displayed to select the new flight details
- Refer the “*Search Flight*” section in order to enter the required modifications
- If the required flight details are available click the “*Book*” button

When a reservation for a particular segment is made using restricted fares, user cannot modify the same for date changes.

Modification of a segment would be allowed while the segment is for a future flight and outside airline modification buffer time.

Users with higher privileges to modify segment and passenger details within buffer time would be allowed to change flight dates within buffer time.

In order to modify a segment departing within the buffer time and fare rule is defined with a special buffer time.

During the buffer time, User without this privilege is allowed to update contact details and user notes only.

#### Credit Amount OR Balance to Pay = New Total + New O n D Charge – Paid

- Click “PAX Summary” link to view details of the Passenger Charges
- Click “Override” button to change the Modification charges of each PAX type
- Click “Apply” button for the new modification charge to apply to the passenger/s
- Click “Confirm” button to carry out with the modification
- Click “Reset” button to remove the applied charges to previous values
- Click “Close” button to exit from the Confirm Update screen

For a modification, when confirmed, payment screen is displayed.

- Click on check boxes to select the passenger/s to make the payment
- Select the “Payment Option” by clicking the radio buttons
- If “Credit Card” option is selected enter the Credit Card Details
- Click “Confirm” button to proceed with the payment
- Click “Force Confirm” to make the reservation without paying
- Click “Reset” button to clear off the entered data
- Click “Cancel” to exit from the “Modify Segment” page

### 3.7 Confirm Booking with Partial Payments

If any Users are allowed to confirm bookings with partial payments ‘Confirm’ can be used. This is allowed during modification processes.

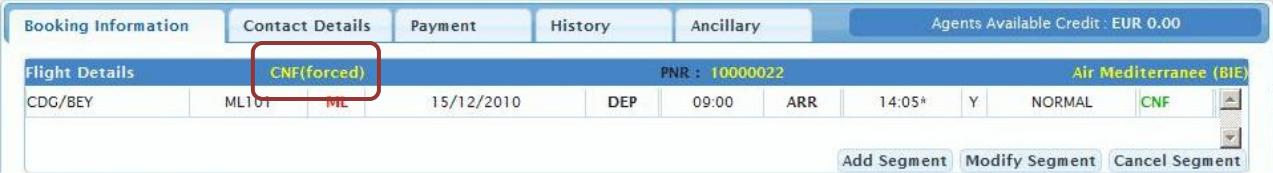


**Figure 46**

User with partial confirmation privilege is allowed to make payment for selected pax only. In this case, system will generate a confirmed booking for paid pax and on hold booking for others.

In-case of a modification confirmation of a booking with part payment, booking status will be changed to ‘CNF-Forced’.

These PNR’s with a pending payment (even 1 cent) will not be included in the PNL/ADL.



The screenshot shows a software interface for managing flight reservations. At the top, there are tabs for Booking Information, Contact Details, Payment, History, and Ancillary, along with a message about agents available credit. Below these tabs, there's a section for Flight Details showing a return flight from CDG/BEY to ML101 (ML) on 15/12/2010, departing at 09:00 and arriving at 14:05. The airline is Air Mediterranee (BIE). A status indicator 'CNF' is shown next to the flight number. At the bottom of this section are buttons for 'Add Segment', 'Modify Segment', and 'Cancel Segment'. The 'CNF(forced)' button is specifically highlighted with a red rectangular box.

Figure 47

### 3.8 Confirm Open Return Segment

Confirm the return date of an open return segment of a reservation

- Select the open return segment group you wish to confirm return date
- Click the “Confirm Return” button
- Flight search is displayed to select the new flight details
- Refer the “Search Flight” section in order to enter the required modifications
- If the required flight details are available click the “Book” button

Return date is allowed to be confirmed while the modification date is still within the “Modify Before” date and new return date is within the “Expiry Date” of the open return segment.

When confirming an inbound open return segment, new fare quote will not be done.

### 3.9 Passenger Account

Account details of each passenger can be accessed through the ACC link in the Modify Reservation screen.

Passenger Account screen contains 2 tabs - Charges & Payments.

#### 3.9.1 Passenger Charges

Reservation Charges of each passenger segment wise is shown in the Charges tab of the Passenger Account screen. This screen shows the Total Charges and the credit balance of each passenger.

### Passenger account Details

PNR : 10000022	PAX Name : MR. Brad Thomson																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070C0; color: white;"> <th>Charges</th> <th>Payments</th> <th>Credit Info</th> </tr> </thead> <tbody> <tr> <td colspan="3">* All charges are displayed in airline currency</td> </tr> <tr> <td>Segment</td> <td>Date</td> <td>Description</td> </tr> <tr> <td>CDG/BEY</td> <td>29-11-2010</td> <td>FAR/F/YOWR/One Way</td> </tr> <tr> <td>CDG/BEY</td> <td>29-11-2010</td> <td>CDG Dep Tax</td> </tr> <tr> <td>CDG/BEY</td> <td>29-11-2010</td> <td>Insurance Surcharge</td> </tr> <tr> <td></td> <td></td> <td>Total (CDG/BEY)</td> </tr> <tr> <td></td> <td></td> <td>Airline Total(ML)</td> </tr> </tbody> </table>		Charges	Payments	Credit Info	* All charges are displayed in airline currency			Segment	Date	Description	CDG/BEY	29-11-2010	FAR/F/YOWR/One Way	CDG/BEY	29-11-2010	CDG Dep Tax	CDG/BEY	29-11-2010	Insurance Surcharge			Total (CDG/BEY)			Airline Total(ML)
Charges	Payments	Credit Info																							
* All charges are displayed in airline currency																									
Segment	Date	Description																							
CDG/BEY	29-11-2010	FAR/F/YOWR/One Way																							
CDG/BEY	29-11-2010	CDG Dep Tax																							
CDG/BEY	29-11-2010	Insurance Surcharge																							
		Total (CDG/BEY)																							
		Airline Total(ML)																							
Total Charges : 365.00 EUR      Balance : 0.00 EUR																									

**Figure 48**

Following additional information is also displayed against the Fare description:

- Booking class
- Fare type as one-way or return
- Passenger/segment status as flown, no-show etc

### 3.9.2 Charge Adjustments

Privileges users are facilitated to do charge adjustments against a segment.  
Select the segment to carry out an adjustment & enter details.

Total Charges : 365.00 EUR	Balance : 0.00 EUR
Adjustment Amount:	100 * EUR
Airline Segment:	ML - CDG/BEY
Charge :	Refundable
User notes :	Additional charge
<input type="button" value="Confirm"/> <input type="button" value="Reset"/> <input type="button" value="Close"/>	

**Figure 49**

### 3.9.3 Passenger Payments

All payments recorded against a PNR/Passenger can be viewed from this section.

All payment types (Cash, On Account, Credit Card, and BSP) and Refunds are shown for each passenger in the Payment Tab of the Passenger Account screen. Total Payments and Credit balance of the passenger related to the selected PNR is shown.

### Passenger account Details

PNR : 10000022	PAX Name : MR. Brad Thomson										
<table border="1"> <tr> <th>Charges</th> <th>Payments</th> <th>Credit Info</th> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>		Charges	Payments	Credit Info							
Charges	Payments	Credit Info									
<table border="1"> <thead> <tr> <th>Date</th> <th>Amount</th> <th>Pay Amount</th> <th>Method</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>29-11-2010</td> <td>365.00 EUR</td> <td>522.00 USD</td> <td>CASH_PAYMENT</td> <td></td> </tr> </tbody> </table>		Date	Amount	Pay Amount	Method	Notes	29-11-2010	365.00 EUR	522.00 USD	CASH_PAYMENT	
Date	Amount	Pay Amount	Method	Notes							
29-11-2010	365.00 EUR	522.00 USD	CASH_PAYMENT								
Total Payments : 365.00 EUR      Balance : 100.00 EUR											

**Figure 50**

### 3.9.4 Passenger Refunds

Privileged users can refund against a payment. Refund method and amount will depend on the privileges.

Total Payments : 365.00 EUR	Balance : 100.00 EUR
<b>Refund Info</b>	
Amount :	<input type="text"/> *
User notes :	<input type="text"/>
<input type="radio"/> Cash <input checked="" type="radio"/> On Account <input type="radio"/> Credit Card	
<input type="button" value="Confirm"/> <input type="button" value="Reset"/> <input type="button" value="Close"/>	

**Figure 51**

Users are able to make Cash/On Account/Credit Card refunds if a credit balance exists.

Users with higher privileges to refund any payment even without credit are allowed to make refunds up to the payment amount.

Credit card refunds are enabled depending on the payment gateway (PGW) used by the airline.  
Based on PGW, credit card refunds would be either allowed, to same card only and/or any credit card.

### 3.10 Clear Alert

When a Flight is cancelled or changed (re-timed, Flight number changed etc) or Passengers are transferred/re-protected into another Flight, an Alert is generated and shown in the Modify Reservation screen of the selected PNR.

Flight Details		CNF		PNR : 10000019							Air Mediterranee (BIE)	
CDG/BEY	ML101	ML	10/12/2010	DEP	09:00	ARR	14:05*	Y	NORMAL	CNF	Action Alert	<input type="button" value="Add Segment"/>
BEY/CDG	ML102	ML	20/12/2010	DEP	14:50	ARR	15:55*	Y	NORMAL	CNF	<input type="button" value="Modify Segment"/>	<input type="button" value="Cancel Segment"/>

**Figure 52**

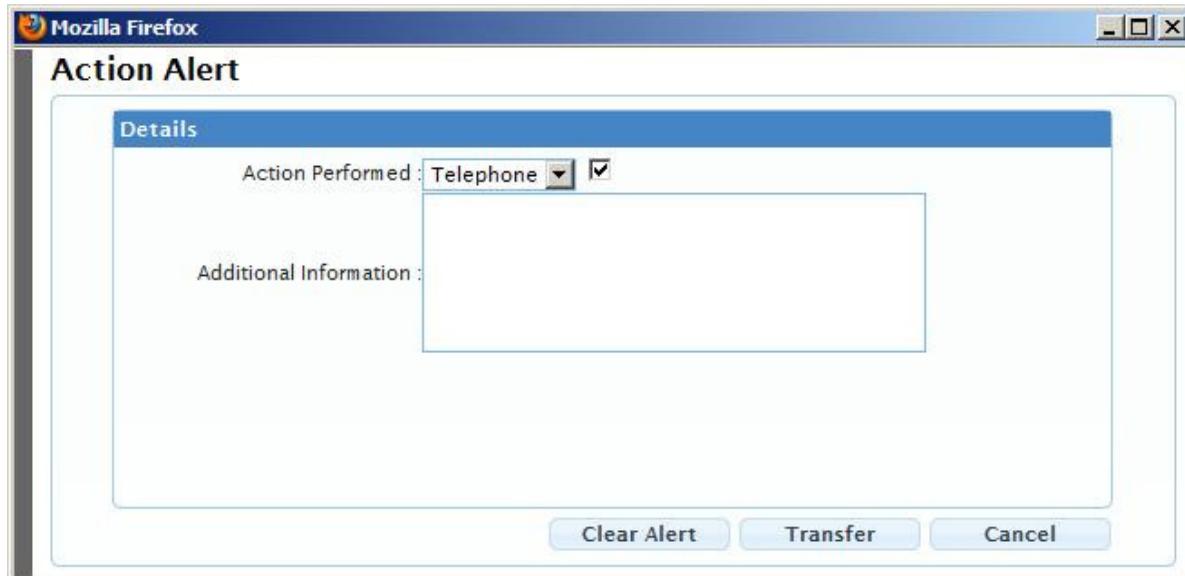
Place the cursor over the yellow note to view details of the alert.

Flight Details		CNF		PNR : 10000019							Air Mediterranee (BIE)	
CDG/BEY	ML101	ML	10/12/2010	DEP	09:00	ARR	14:05*	Y	NORMAL	CNF	Action Alert	<input type="button" value="Add Segment"/>
BEY/CDG	ML102	ML	20/12/2010	DEP	14:50	ARR	15:55*	Y	NORMAL	CNF	<input type="button" value="Modify Segment"/>	<input type="button" value="Cancel Segment"/>
<b>Passenger Information</b>												
Type Title * First Name * Last Name * Nationality Date of Birth Total Fare Bal. ACC												
1	AD	Mr.	Adam	Smith	South African							
2	AD	Mr.	Oliver	Smith	South African							

**Figure 53**

Users with the ‘Clear Alert’ privilege can click on link ‘Clear Alert’ to open the “Transfer Alert/Clear Alert” window.

User could clear the alert after alert action is taken and user is notified using ‘Clear Alert’ button.



The screenshot shows a Mozilla Firefox browser window with a modal dialog titled "Action Alert". The dialog has a blue header bar with the title. The main area is titled "Details". It contains a dropdown menu labeled "Action Performed" with "Telephone" selected and a checked checkbox. Below this is a large text input field labeled "Additional Information". At the bottom of the dialog are three buttons: "Clear Alert", "Transfer", and "Cancel".

**Figure 54**

### 3.11 Transfer Segment

When 'Transfer' button is pressed, Search Flights screen is displayed and users are allowed to search new flights and transfer Passengers to it without additional charges. When PAX are transferred to another flight due to an alert, existing Fare Quote is not replaced.

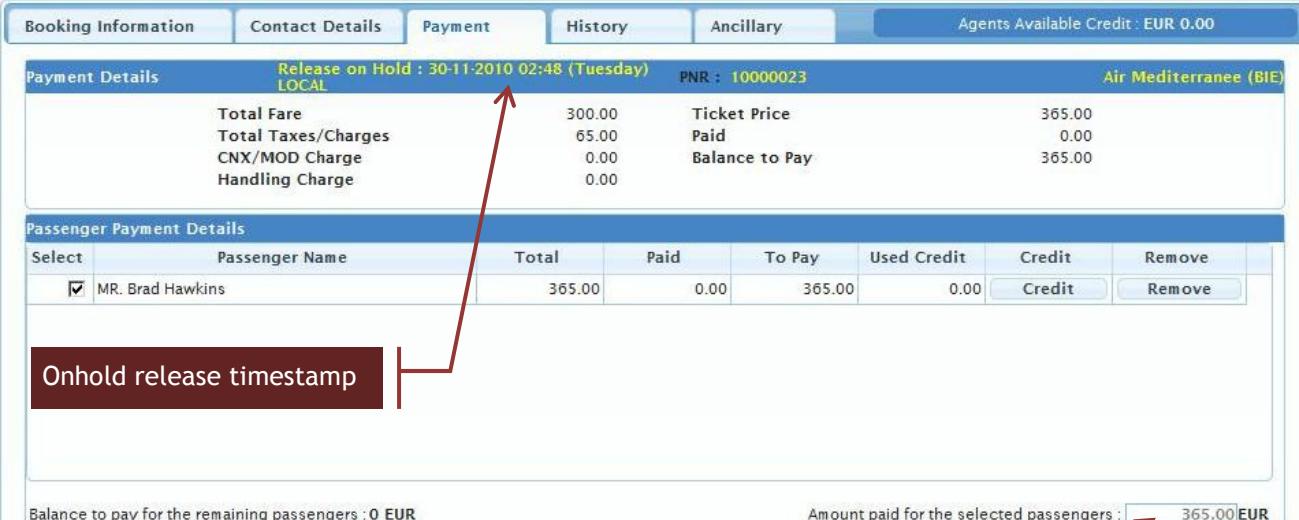
I.e.: Fare & charges of the booking retained as per the original booking details.

User is forwarded to the Search Flight process.

Once, 'Book' is clicked from Flight screen, Modify Reservation screen is refreshed with new transferred flight details.

### 3.12 Making a Payment for an On Hold Reservation

The payment screen's top part of the screen's grid displays all the charge details. The amounts are displayed in Base Currency.



The screenshot shows the 'Payment' tab of the payment screen. At the top, there are tabs for Booking Information, Contact Details, Payment, History, Ancillary, and Agents Available Credit: EUR 0.00. Below these are sections for Payment Details and Passenger Payment Details. The Payment Details section shows a release timestamp of 30-11-2010 02:48 (Tuesday) LOCAL, PNR: 10000023, and Air Mediterranean (BIE). The Passenger Payment Details section lists a passenger named MR. Brad Hawkins with a total amount of 365.00. A red arrow points from the text 'Onhold release timestamp' to the timestamp in the Payment Details section. Another red arrow points from the text 'Total Balance to pay' to the total amount in the Passenger Payment Details section.

Payment Details		Release on Hold : 30-11-2010 02:48 (Tuesday) LOCAL		PNR : 10000023		Air Mediterranean (BIE)	
Total Fare		300.00	Ticket Price		365.00	Paid	0.00
Total Taxes/Charges		65.00	Balance to Pay		365.00	CNX/MOD Charge	0.00
CNX/MOD Charge		0.00				Handling Charge	0.00
Handling Charge		0.00					

Select	Passenger Name	Total	Paid	To Pay	Used Credit	Credit	Remove
<input checked="" type="checkbox"/>	MR. Brad Hawkins	365.00	0.00	365.00	0.00	<input type="button" value="Credit"/>	<input type="button" value="Remove"/>

Onhold release timestamp

Total Balance to pay

Balance to pay for the remaining passengers : 0 EUR

Amount paid for the selected passengers : 365.00 EUR

Figure 55

The mid part of the payment screen displays the Pax details.

Credit button - to make use of the credit from the previous transaction

Remove button - to remove the Pax

The bottom part of the Payment screen contains the Payment Options section, as shown below. Payment could be made by cash or Credit Card.

Select the appropriate option from the Payment Option section. If Credit Card option is selected Credit Card Details Section will be enabled.

### 3.13 Making the payment by Credit Card

Select the Credit Card Payment method in the Payment Options and click on 'Confirm' button to display the secured page to capture credit card details.

**Credit Card Details**

Card Type :

Card Number :

Card Holders Name :

Expiry Date :  (MMYY)

Card's CVV :

Transaction Fee: 8.00 EUR

Total Payment Amount: 373.00 EUR

Your Payment would be processed in **EUR**

  
Apply to All Credit Card Payments

**Figure 56**

If the airline is configured to collect a handling charge for all credit cards, additional handling charge amount is displayed on this screen.

### 3.14 Split Reservation

When there are multiple passengers in a booking, if travel details of one or more passengers needs to be changed, then select the Passenger that requires to be changed and request to Split. When this is done, a new PNR is generated for the selected Passengers and PNR number is displayed as a message and added to the 'PNR List' as book marked PNR.

Flight Details		CNF		PNR : 10000024				Air Mediterranee (BIE)																								
CDG/BEY	ML101	ML	16/12/2010	DEP	09:00	ARR	14:05*	Y	NORMAL	CNF																						
<input type="button" value="Add Segment"/> <input type="button" value="Modify Segment"/> <input type="button" value="Cancel Segment"/>																																
<b>Passenger Information</b>																																
Type	Title *	First Name *	Last Name *	Nationality	Date of Birth	Tot Chg.	Tot Pay	Bal.	ACC																							
1	AD	Mr. <input type="button" value="Edit"/>	Antony	Perera	Indian <input type="button" value="Edit"/>	365.00	365.00	0.00	ACC <input type="button" value="Edit"/>	<input checked="" type="checkbox"/>																						
2	AD	Mr. <input type="button" value="Edit"/>	Josep	Perera	Indian <input type="button" value="Edit"/>	365.00	365.00	0.00	ACC <input type="button" value="Edit"/>	<input checked="" type="checkbox"/>																						
3	AD	Mr. <input type="button" value="Edit"/>	Anil	Perera	Indian <input type="button" value="Edit"/>	365.00	365.00	0.00	ACC <input type="button" value="Edit"/>	<input checked="" type="checkbox"/>																						
<input type="button" value="Pax Details"/> <input type="button" value="Add Infant"/> <input type="button" value="Remove Pax"/> <input type="button" value="Split"/>																																
User Notes :				<input type="button" value="View Notes"/> <table border="1" style="float: right; margin-right: 10px;"> <thead> <tr> <th>Ticket Price</th> <th>No. of Pax</th> <th>Fare</th> <th>Tax</th> <th>Sur</th> <th>Other</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Adult(s)</td> <td>3</td> <td>900.00</td> <td>120.00</td> <td>75.00</td> <td>0.00</td> <td>1095.00</td> </tr> <tr> <td colspan="6"><b>Total</b></td> <td>1095.00</td> </tr> </tbody> </table>								Ticket Price	No. of Pax	Fare	Tax	Sur	Other	Total	Adult(s)	3	900.00	120.00	75.00	0.00	1095.00	<b>Total</b>						1095.00
Ticket Price	No. of Pax	Fare	Tax	Sur	Other	Total																										
Adult(s)	3	900.00	120.00	75.00	0.00	1095.00																										
<b>Total</b>						1095.00																										

**Figure 57**

Click on the Edit button to enable Split, Remove Pax, and User note entry.

When the 'Edit' button is clicked, Split button will be enabled and Edit button's caption is change to save. Select pax to be taken to another PNR by clicking on the check boxes and click on the Split button to divide the reservation as two.

As shown below select the passenger by selecting the checkboxes and Click Split button

Passenger Information											
Type	Title *	First Name *	Last Name *	Nationality	Date of Birth	Tot Chg.	Tot Pay	Bal.	ACC		
1 AD	Mr. <input type="button" value="▼"/>	Antony	Perera	Indian <input type="button" value="▼"/>		365.00	365.00	0.00	ACC <input type="checkbox"/>	<input checked="" type="checkbox"/>	
2 AD	Mr. <input type="button" value="▼"/>	Josep	Perera	Indian <input type="button" value="▼"/>		365.00	365.00	0.00	ACC <input type="checkbox"/>	<input type="checkbox"/>	
3 AD	Mr. <input type="button" value="▼"/>	Anil	Perera	Indian <input type="button" value="▼"/>		365.00	365.00	0.00	ACC <input type="checkbox"/>	<input type="checkbox"/>	

[Pax Details](#) [Add Infant](#) [Remove Pax](#) [Split](#)

**Figure 58**

On User confirmation of the split operation, the system will display the success message to the user as shown below.

In addition, the new PNR number will be book marked and added to the PNR List on the side and the new PNR will be recorded in reservation history as well.

Flight Details											
CNF		PNR : 10000024									
CDG/BEY	ML101	ML	16/12/2010	DEP	09:00	ARR	14:05 <sup>+</sup>	Y	NORM	Air mediterrane (sic)	
<a href="#">Add Segment</a> <a href="#">Modify Segment</a>											
Passenger Information											
Type	Title *	First Name *	Last Name *	Nationality	Date of Birth	Tot Chg.	Tot Pay	Bal.			
1 AD	Mr. <input type="button" value="▼"/>	Josep	Perera	Indian <input type="button" value="▼"/>		365.00	365.00	0.00			
2 AD	Mr. <input type="button" value="▼"/>	Anil	Perera	Indian <input type="button" value="▼"/>		365.00	365.00	0.00			

[Pax Details](#) [Add Infant](#) [Remove Pax](#)

**PNR LIST**

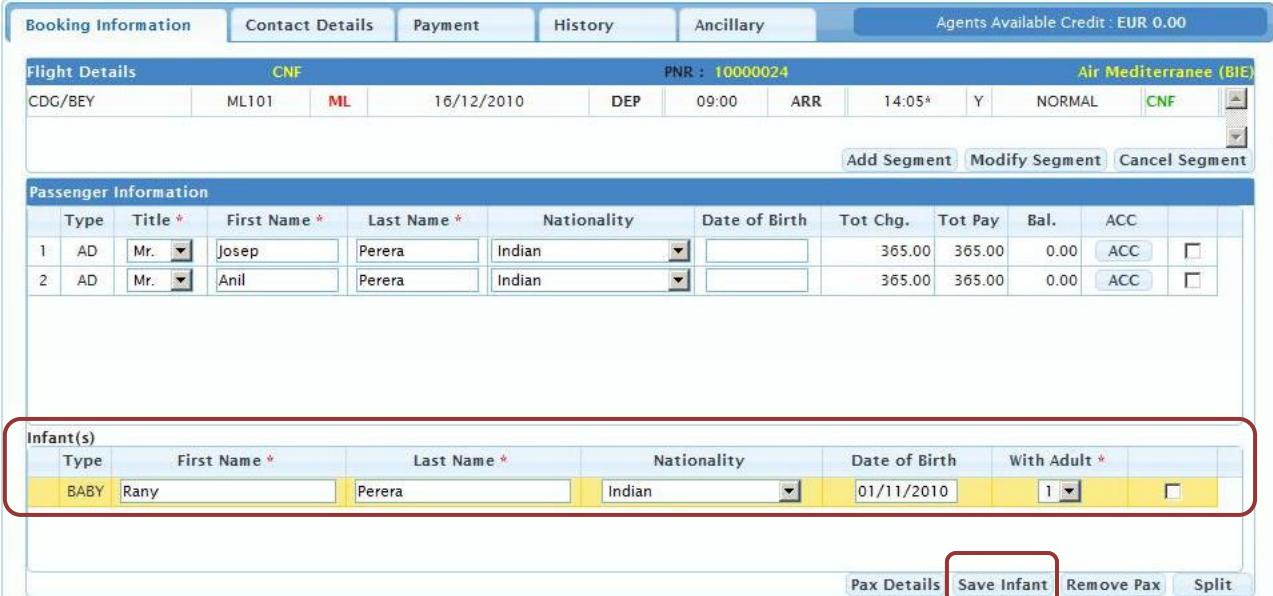
- [10000025 - Antony](#)
- [10000020 - Roger](#)
- [10000021 - kyle](#)
- [10000019 - Adam](#)

**Figure 59**

### 3.15 Add Infants

To add infants to existing reservation, click on 'Add Infants'.

It should be noted that the infants count cannot exceed the total adults count. All infant charges related to an infant are applied to the corresponding adult.



The screenshot shows the AccelAero booking interface. At the top, there are tabs for Booking Information, Contact Details, Payment, History, and Ancillary. The Agents Available Credit is shown as EUR 0.00. Below this, Flight Details are listed: CDG/BEY to ML101, ML, PNR: 10000024, Date: 16/12/2010, DEP: 09:00, ARR: 14:05\*, Y: NORMAL, CNF: Air Mediterrane (BIE). There are buttons for Add Segment, Modify Segment, and Cancel Segment. The Passenger Information section shows two adults: Josep Perera (Indian) and Anil Perera (Indian). The Infant(s) section has a row for a BABY named Rany Perera (Indian), born 01/11/2010, traveling with 1 adult. Buttons at the bottom include Pax Details, Save Infant (highlighted with a red box), Remove Pax, and Split.

Figure 60

- On click of the ‘Add Infants’ Button, System generates a new row to add infant details. Once Infant details are entered, on click of the “Save Infants” button, a confirmation message is displayed.



Figure 61

- On click of “Cancel” button, all details entered for Infants will be cancelled and details will not be saved.  
However, User is given the privilege to confirm without payments, infant details will be added and due amount is displayed as ‘Balance’ against the Adult in the PAX grid.
- When an infant added to a booking with restricted fare segments, changes must be confirmed with a payment.
- When adding an Infant to a booking and if the airline operates with a fare portion for Infants, system will always check if the Adults Fare rules are applicable to Infants also. If not, user will not be allowed to add the infant.
- However, Users with “Add Infant without Fare” privilege will be allowed to add and save the Infant even when the Adult fare is not applicable to Infants.
- On click of “OK” button, the system will proceed to the next stage, which is the Make Payments for infants.
- When adding an infant, if travelling with adult already pre-selected a ‘seat’ depending on the seating rules, infant will be allowed to link to the adult.
- Also, if at least 1 segment of the booking is flow, infant cannot be added to the booking.

### 3.16 Transfer Ownership

This option can be used when you need to transfer the ownership of a reservation to another Agent. Once the transfer is done, reservation is owned by the new Agent and new agent can retrieve the booking and do the necessary modifications.

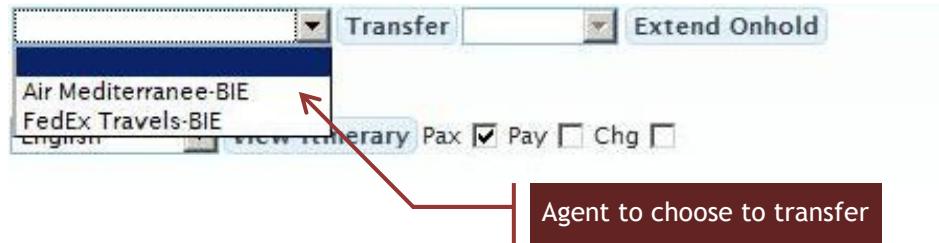


Figure 62

- As depicted above, select the agent name to which the reservation to be transferred from the 'Transfer' drop down available.
- On click of the 'Transfer' button, the selected reservation will be transferred to the new agent selected and the new Agent's name will be indicated on the top of the screen.

### 3.17 Cancel Reservation

Only the reservations with all Segments in future dates are allowed to be cancelled. Once a Segment of the booking is within the modification buffer time (i.e.: within 24 hours from departure time) system blocks Users from cancelling reservations.

If at least one of the segments in the reservation is made using a restricted fare, the reservation as a whole is not allowed to be cancelled.

On click of 'Cancel Reservation' button, Cancellation process for the reservation is initiated. Confirmation screen displayed as in Cancel Segment is shown with the details.

On 'Confirm' button click, reservation is cancelled and passenger accounts are updated with the creditable amounts, if any.

- To override the cancellation charges, Click 'Override' button, override the amount (per pax/segment) and then click the 'Apply' button.
- Upon executing this option, the new cancellation charges will override the previously calculated cancellation charges
- Click on 'Confirm' Button to confirm the Cancel Reservation

### 3.18 Update Contact Details

Contact details of the reservation can be viewed by clicking on the 'Contact Details' tab. Once the Contact details page is displayed, click on 'Edit' to modify details.

Once the changes are done, click on the "Save" Button or click on the 'Booking Information' tab to abandon changes.

### 3.19 Extend On hold

This option is enabled for ‘On hold’ status reservations. User can extend or reduce the on hold period of a reservation by selecting a date and a time and click on the ‘Extend On hold’ button. However, you need to keep in mind that maximum extension will be only until the system cut off time for 1<sup>st</sup> Segment departure time and rules defined in make on hold booking is applied here also.

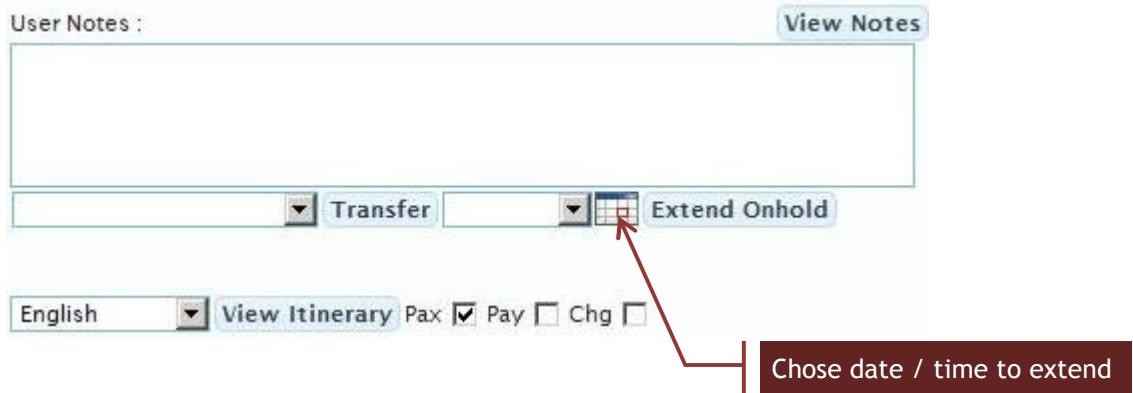


Figure 63

- Select the time (not number of hours) of the new release time from the Time drop down
- Then, click on the Calendar Icon  to display the calendar so that you could select the date you need to release on hold.
- Thereafter, click on “Extend Onhold” button to extend/Reduce the “Onhold” time
- Note: Using this facility it is possible to extend or reduce the on hold time stamp.

Once the reservation is extended, the new ‘Release on hold’ details will be displayed as follows. Release time stamp date/time is always displayed as per the logged in Users’ local time.

When extending the on hold time, cut off time calculation is same as in on hold time calculation and same rules apply.

Flight Details		Release on Hold : 30-11-2010 02:01 (Tuesday) LOCAL			PNR : 10000020			Air Mediterranee (BIE)		
CDG/BEY	ML101	ML	10/12/2010	DEP	09:00	ARR	14:05*	Y	NORMAL	CNF
BEY/CDG	ML102	ML	15/12/2010	DEP	14:50	ARR	15:55*	Y	NORMAL	CNF

Figure 64

Update Release Timestamp

### 3.20 Remove PAX

When one or more adults/infants are to be removed from a booking use the remove PAX.

- Click “Edit” button to activate the controls
- Click check boxes to select the passengers to remove
- Click “Remove Pax” button to remove the selected passengers
- Click “OK” to proceed with the “Remove Pax” in the confirmation or “Cancel” to abandon the remove pax operation

On confirmation of remove passenger, confirm update screen will be displayed with the applicable charges and balance will be displayed as per retained charges and payments.

### 3.21 Itinerary

The itinerary contains following mandatory information:

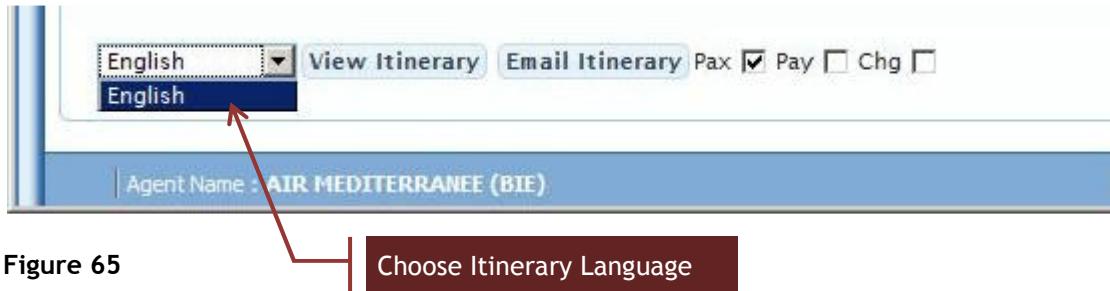
- Passenger information
- Sold Agent details
- Segment Details
- Ancillary Services Details as enabled
  - Seats, Meals, Insurance, Airport Services etc

Additionally, following information also could be printed as per the privileges:

- Charge details by PAX
- Payment Information including credit card details such as authorization id etc
- If the airline is configured to print a barcode, barcode supporting code 39 bar code readers. Bar code could be the PNR number or prefixed by airline code

#### 3.21.1 View/Print/Fax Itinerary

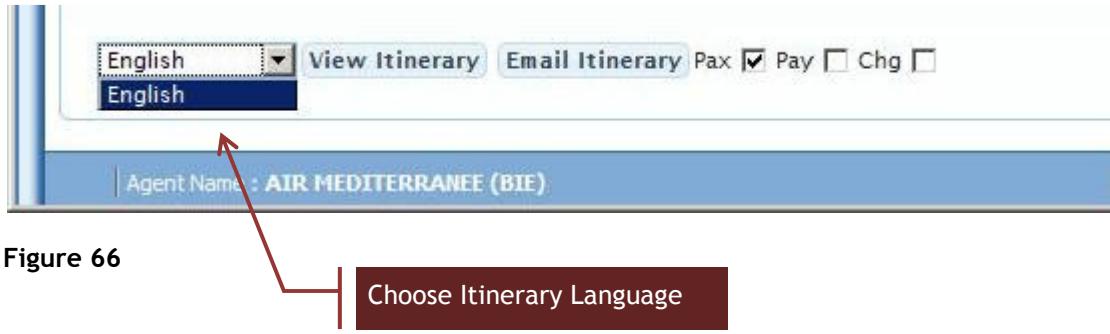
This section is to view the itinerary from the selected language



- Select the Language for the Itinerary view
- Click “View Itinerary” button
- For group bookings, a privileged user can be allowed to select which passengers to be included in the itinerary
- Select the Printer or the win Fax attached to print or Fax the itinerary copy
- Printing of itineraries for cancelled, on hold or standby bookings can be given to selected Users

#### 3.21.2 E-Mail Itinerary

This functionality is to E-Mail the Itinerary to the relevant E-Mail address



- Save the E-mail address in the contact details to E-Mail the itinerary
- Select the Language to E-Mail Itinerary

- For group bookings, a privileged user can be allowed to select which passengers to be included in the itinerary
- Click the “E-Mail Itinerary” button

### 3.22 User Notes

This section is to view the entered user notes of the selected PNR



The screenshot shows a user interface for entering user notes. At the top right is a "View Notes" button. Below it is a text input field containing the note: "Call customer after 6 pm on 2 Dec 2010 to modify." Underneath the text input are two buttons: "Transfer" and "Extend Onhold". At the bottom of the form are several buttons: "English" (with a dropdown arrow), "View Itinerary", "Email Itinerary", "Pax" (with a checked checkbox), "Pay" (with an unchecked checkbox), "Chg" (with an unchecked checkbox), and another "View Notes" button.

Figure 67

- Enter the user notes in the text box and Click “Save” button
- Order to view previously entered User Notes Click “View Notes” button
- Click “Close” button to close the window



The screenshot shows a table titled "User Notes - History" displayed in a Mozilla Firefox browser window. The table has columns for Date, Action, User Note, User Name, and Carrier. There is one row of data:

Date	Action	User Note	User Name	Carrier
29-11-2010 03:23	Changed passenger details	Call customer after 6 pm on 2 Dec 2010 to modify.	System User	ML

Figure 68

### 3.23 PNR History

Click “History” tab to view the full history of all changes done to the particular PNR including which users accessed the booking to view.

All audit time stamps are displayed as per the logged in user's local time.

Booking Information		Contact Details	Payment	History	Ancillary	Agents Available Credit : EUR 0.00
PNR Modification History		CNF	PNR : 10000019			Air Mediterranee (BIE)
Carrier Code		Date	Action	System Note	User Note	User Name
29-11-2010 03:21	Viewed reservation			Connected IP address is 10.200.2.176, 10.200.2.11 Origin Carrier Code is ML.		System User
29-11-2010 02:42	Viewed reservation			Connected IP address is 10.200.2.176, 10.200.2.11 Origin Carrier Code is ML.		System User
29-11-2010 02:09	Viewed reservation			Connected IP address is 10.200.2.176, 10.200.2.11 Origin Carrier Code is ML.		System User
29-11-2010 02:09	Created alert			alert content: , Alert flag is set for Flight No : ML101 Segment Code : CDG/BEY Departure Date : Fri, 10 Dec 2010 09:00:00 Type : Cancellation .		System User
29-11-2010 02:08	Viewed reservation			Connected IP address is 10.200.2.176, 10.200.2.11 Origin Carrier Code is ML.		System User
29-11-2010 02:04	Viewed reservation			Connected IP address is 10.200.2.176, 10.200.2.11 Origin Carrier Code is ML.		System User
29-11-2010 01:53	Viewed reservation			Connected IP address is 10.200.2.176, 10.200.2.11 Origin Carrier Code is ML.		System User
29-11-2010 01:53	Email Itinerary			Itinerary sent successfully Address: smith@gmail.com Connected IP address is 10.200.2.176 Origin Carrier Code is ML.		System User
29-11-2010 01:53	Viewed reservation					System User
29-11-2010 01:53	Added confirmed reservation			passenger(s): MR, Oliver, Smith ,SSR :VIP,SSR Remarks : - ADULT CASH 580.00 CREDIT_CARD(0.00 ON_ACC) 0.00 CREDIT_BF(0.00 MR, Adam, Smith ,SSR :VIP,SSR Remarks : - ADULT CASH 580.00 CREDIT_CARD(0.00 ON_ACC) 0.00 CREDIT_BF(0.00 . contact details : first name : Adam , last name : Smith , street address : , city : Africa , country : ZA , phone number : 27-- , mobile number : 27-1-33241664 , fax : -- , email : smith@gmail.com . Total charges is 1160.00 . Connected IP address is 10.200.2.176 Origin Carrier Code is ML. RemoteUser is ML/[BIECDG001]/[BIESYSTEM].		System User

**Figure 69**

## 4. TOOLS

Under Tools menu, users are provided following facilities:

- Flight Manifest
- View/Send PNL/ADL Manually
- Manage PNL/ADL Timings
- Change Password

### 4.1 Flight Manifest

At any given time, to find out the load details of a Flight or days load, use the search criteria accordingly and view the details.

#### Flight Manifest

Field(s) highlighted with \* are mandatory

Flight Manifest Search												
Start Date - local <input type="text" value="29/11/2010"/>	<input type="button" value="..."/>	Stop Date - Local <input type="text" value="15/12/2010"/>	<input type="button" value="..."/>	Flight No <input type="text" value="ML"/>	From <input type="text" value="CDG"/>	To <input type="text"/>	Operation Type <input type="text" value="Standard"/>	Status <input type="text" value="ACTIVE"/>	<input type="button" value="Search"/>			
Maximum Connection Limit <input type="text" value="12:00"/>	<input type="button" value="..."/>	Start Time <input type="text" value="00:00"/>		End Time <input type="text" value="23:59"/>	Frequency <input type="checkbox"/> Su <input type="checkbox"/> Mo <input type="checkbox"/> Tu <input type="checkbox"/> We <input type="checkbox"/> Th <input type="checkbox"/> Fr <input type="checkbox"/> Sa		<input type="button" value="Load"/>					
Sort By <input checked="" type="radio"/> Pnr <input type="radio"/> Name <input type="radio"/> Booking Date <input type="radio"/> OnD												
<b>Manifest Search Results</b>												
	Flight No	D.Date local	Org.	Dest.	Segments	ETD zulu	ETD local	O.lap Flight	Seats Alloc.	Seats Sold	On Hold	Status
1	ML101	01/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
2	ML101	02/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
3	ML101	03/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
4	ML101	04/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
5	ML101	05/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
6	ML101	06/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
7	ML101	07/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
8	ML101	08/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
9	ML101	09/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
10	ML101	11/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
11	ML101	12/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
12	ML101	13/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
13	ML101	14/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	0	0	ACT
14	ML101	15/12/2010	CDG	BEY	CDG/BEY	08:00	09:00		180	2	0	ACT

◀ 1 to 14 of 14 ▶

**Figure 70**

Search criteria must contain flight number and/or departing airport.

Based on the connection time parameter limit, flight Manifest will show all inbound/Outbound connections for all pax within the specified time limit.

You can request to view manifest data sorted by PNR OR Name OR Booking Date OR Origin/ Destination order.

Access to all manifests or to user's station can be controlled with privileges.

Search list provides an indication of total sold and On Hold counts on each flight.

To view the detail manifest of a flight, click on the row.

Detail manifest will include PNR wise all pax details about the booking, agent details, ancillary information, passport, SSR and any other comments, standby pax indications, final destination or origin in case of connection pax etc.

Also a summary of passenger type wise load, and for connections, destination wise summary will be available.

Email Flight Manifest also available and privileged users could email a manifest to an email address direct from the system.

## 4.2 View/Send PNL/ADL Manually

AccelAero PNL is generated as per IATA standards and could be configured to transmit any Departure Control System (DCS).

PNL would include:

- PAX Details - Adults, Children and Infants
- Inbound and Outbound connections within airline connection parameters (.I & .O)
- PAX count and details by Class of Service
- PAX count and details by different departure/arrival airports for leg Flights
- PAX wise SSR details & SSR Additional Details
- Standby PAX information .WL
- Preferred seat, Meal details
- Inclusion of credit card payment indication for pax with credit card payments

AccelAero scheduler handles sending of PNL's and ADL's automatically on defined intervals. Additionally, on following situations, using this function, PNL/ADL can be manually sent and viewed.

- Send PNL before scheduled time
- PNL transmission failed and request from airport to re-send the PNL
- View/Print PNL details
- Send an ADL before scheduled time
- ADL transmission failed and request from airport to re-send the ADL
- View/Print ADL details

**View/Send - PNL/ADL**

Field(s) highlighted with \* are mandatory

**View/Send - PNL/ADL**

Date of Flight (Local Time)

01/12/2010 

Flight Number

ML101 \*

Airport

CDG \*

**PNL/ADLs**

	Airport	Message Type	Timestamp (Zulu)	Timestamp (Local)	Transmission Status	Sent To	<input type="button" value="Print"/>
1	CDG	PNL	29/11/2010 02:33:34	29/11/2010 03:33:34	Successful	mnasly@isaaviation.ae	<input type="button" value="Print"/>
2	CDG	PNL	29/11/2010 02:33:34	29/11/2010 03:33:34	Successful	CDGROJ9	<input type="button" value="Print"/>

**Send New/ Resend or Print PNL/ADL****All SITA & MAIL Addresses**

AIRPORT MAIL Address List
- mnasly@isaaviation.ae
SITA Address List
- CDGROJ9

**Selected SITA Addresses**

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Mail Server

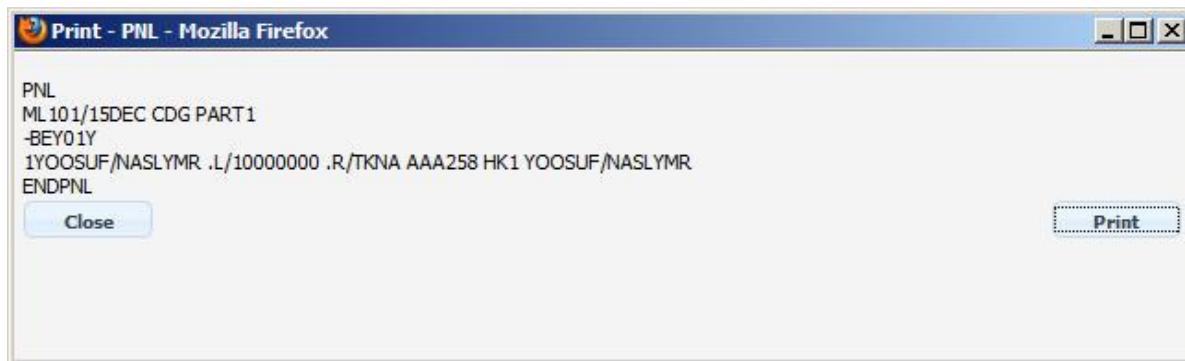
10.200.2.185 \*

**Figure 71**

To check if any PNL and ADL already generated for a flight, you can key in the search criteria and click “Search” button. This will populate the list of PNL/ADL's already generated and transmitted for the selected flight.

To Send New / Resend or Print PNL/ADL for a flight

- Search the Flight
- To Send new PNL/ADL:
  - Select the SITA and Mail Address from the list below.
  - Click on Send New
  - This will open a pop-up window. Click on OK to send new PNL/ADL for the Airport.
- To Resend a particular PNL/ADL
  - Select on the PNL/ADL from the listed PNL/ADL's
  - Select the Desired SITA/Email Address
  - Click on Resend PNL/Resend ADL.
  - This will open a pop-up window. Click on OK to resend the PNL/ADL.
- To Print a Particular PNL/ADL
  - Select the PNL/ADL from the listed PNL/ADL's
  - Click on Print
  - Click on OK to Print, this will open a window which will display the contents of the PNL/ADL.
  - Click on Print.

**Figure 72**

### 4.3 Manage PNL/ADL Timings

AccelAero scheduler handles sending of PNL and ADL automatically on airline defined periods before flight departure.

These parameters could be defined as a global value for all airports, or if required, could be overridden for airports and/or flights.

Privileged users will be allowed to define these values through this function.

To Add or manage particular Time Setting for an airport or a flight, use Edit/Add/Delete buttons.

PNL/ADL Timing	
Airport	CDG *
Flight No	<input type="text"/>
PNL Departure Gap (In Minutes)	720 *
ADL Sending Interval (In Minutes)	60 *
Start Date	01/12/201
Stop date	31/01/201
Last ADL Gap (In Minutes)	30
Status	<input checked="" type="checkbox"/>
<input type="button" value="Close"/> <input type="button" value="Reset"/> <input type="button" value="Save"/>	

**Figure 73**

To define Airport specific configuration, select the airport, apply to all flights, PNL departure time gap, ADL interval, start/stop dates and last ADL gap.

To define a Flight specific configuration:

- o Select the flight number, PNL departure time gap, ADL interval, start/stop dates and last ADL gap.  
OR
- o Select the airport and a flight number, PNL departure time gap, ADL interval, start/stop dates and last ADL gap.

### 4.4 Change Password

It is recommended that users change their passwords periodically.

Also, when a new user logs in for the first time or after a password reset is done by the administrator, user is forced to change the password and re-log in.

To change a Password, Click on Change Password under tools menu and enter the old password and then the new password. The Password should of minimum 8 characters in length, it must contain 3 letters and 3 digits and a password is always case sensitive.

When forced to change password, user is expected to key in the old password and new password.

## 5. ALERTS

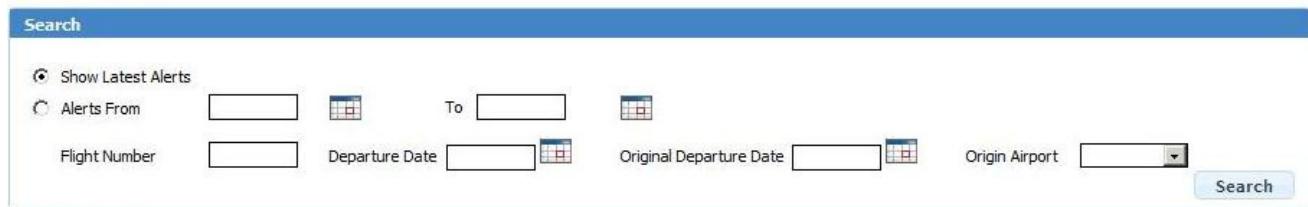
### 5.1 Managing Alerts

When operations cancel a flight, re-schedule a flight or when passengers are transferred to another Flight, alerts can be generated.

All these alerts can be viewed from the Manage Alerts. Select the search criteria to view alerts of a specific flight, all flights on a specific date or latest alerts in the system.

Privileged user with rights to access any PNR can view all alerts generated in the system whereas the less privileged user can only view alerts by ownership. I.e. alerts generated for reservations owned by the user's Agent.

**Alert Manager**



The screenshot shows a search interface titled 'Search' for managing alerts. It includes the following fields:

- Show Latest Alerts
- Alerts From [Text Box] [Calendar Icon] To [Text Box] [Calendar Icon]
- Flight Number [Text Box]
- Departure Date [Text Box] [Calendar Icon]
- Original Departure Date [Text Box] [Calendar Icon]
- Origin Airport [Text Box] [Dropdown Arrow]
- 

**Figure 74**

Once the search criteria are selected, click the 'Search' button.

As per the search criteria, system will display all alerts in the system that needs to action. User could navigate by using the paging facility provided at the bottom of the screen

Search Results						
Total number of alerts in the system : 1						
	Alert Date	PNR	Flight	Departure Date	Alert	Select
1	29/11/2010	<a href="#">10000019</a>	ML101	10/12/2010	PNR: 10000019 - Flight cancelled - <b>ML101, 10/Dec/2010 09:00:00</b>	<input type="checkbox"/>

1 to 1 of 1

Clear Alert  Close

**Figure 75**

## 5.2 Alert Description

PNR: 10000009 - Passenger transferred from M1515, 25/02/2007 02:30:00,  
CMB/DXB To M1515, 02/03/2007 02:30:00, CMB/DXB

Passengers in PNR 10000009 are transferred from 25<sup>th</sup> February flight to 02<sup>nd</sup> March flight.

PNR: 10000008 - Flight cancelled - **M1505, 07/Feb/2007 15:30:00**

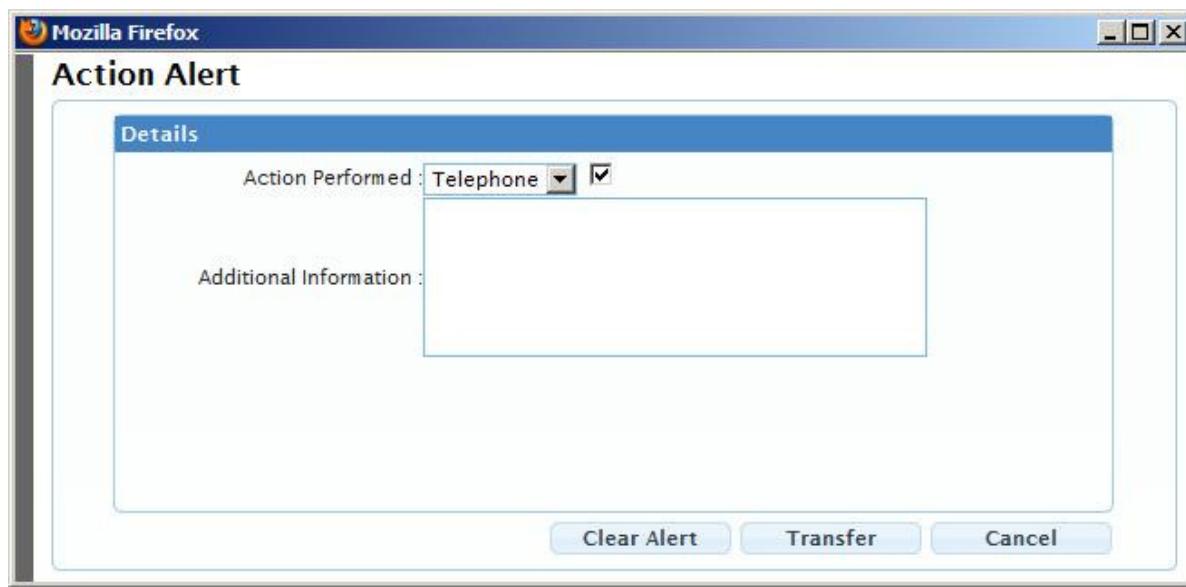
Planning team has cancelled 07<sup>th</sup> February M1505 afternoon flight and reservation 10000008 is cancelled as a result.

PNR: 10000026 - TRV/CMB date or time changed - **DEP: 26/Jan/2007 16:15:00 ARR 26/Jan/2007 17:20:00** - ( DEP: 26/Jan/2007 15:45:00,  
ARR 26/Jan/2007 17:20:00 )

Planning team has re-scheduled 26<sup>th</sup> January TRV/CMB flight.

## 5.3 Alert Actions

- To view the booking details of the alert, click on the PNR number (there is a link). System will load the booking and will display Modify Booking page with the alert. You can click on the 'Action Alert' link and action as explained in the 'Modify Booking'.
- To clear an old alert without taking any action, select the alert and click 'Clear Alert' button. On confirmation, System will clear the alert from the System.
- To clear all alerts displayed in the screen, click on 'Select All' check box and click 'Clear Alert'. On confirmation, system will clear all selected alerts.



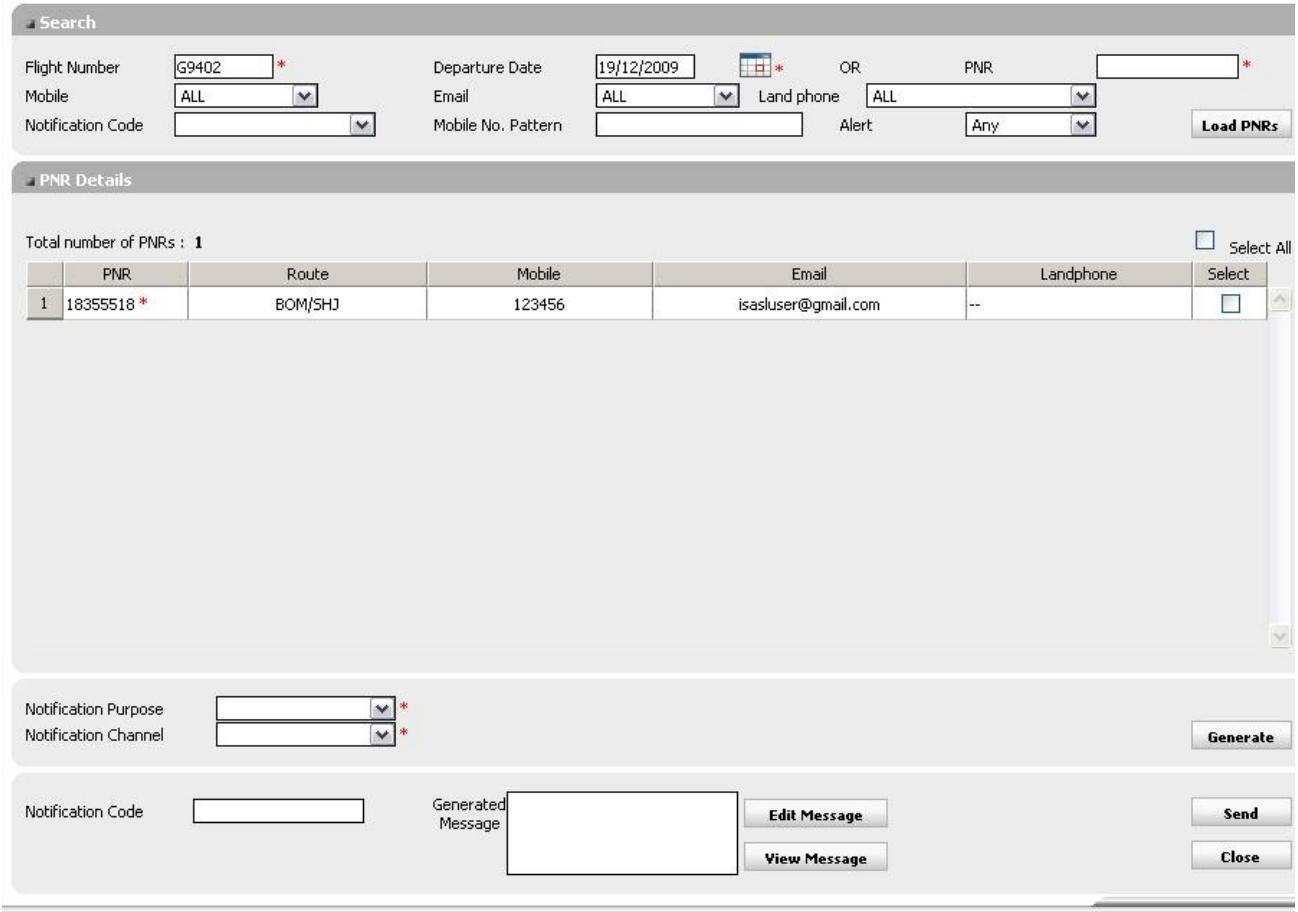
**Figure 76**

## 6. FLIGHT NOTIFICATIONS

### 6.1 Send Notifications

To handle flight disruptions due to unplanned events where flight operations will not be able to update flight details in the system and raise alerts, authorised airline users can be given the privilege to send notifications to customers as emails and/or SMS or get the land phone numbers and contact passenger directly to inform the reason.

#### Send Notifications



The screenshot shows a user interface for sending flight notifications. At the top, there is a search bar with fields for Flight Number (G9402), Departure Date (19/12/2009), Mobile (ALL), Email (ALL), PNR (empty), and other filters like Land phone, Alert, and Mobile No. Pattern. Below the search is a table titled 'PNR Details' showing one record: PNR 18355518, Route BOM/SHJ, Mobile 123456, Email isasluser@gmail.com, and Landphone --. There is a 'Select All' checkbox and a 'Select' column with a checkbox for each row. Below the table, there are dropdowns for 'Notification Purpose' and 'Notification Channel', and a 'Generate' button. At the bottom, there are fields for 'Notification Code' and 'Generated Message', along with 'Edit Message', 'Send', and 'View Message' buttons, and a 'Close' button.

**Figure 77**

Search for a Flight and you can filter out PNR's with/without Mobile OR without mobile/with Email etc and select to send notification for:

- Flight Cancelled
- Flight Delayed
- Re-protected to another flight

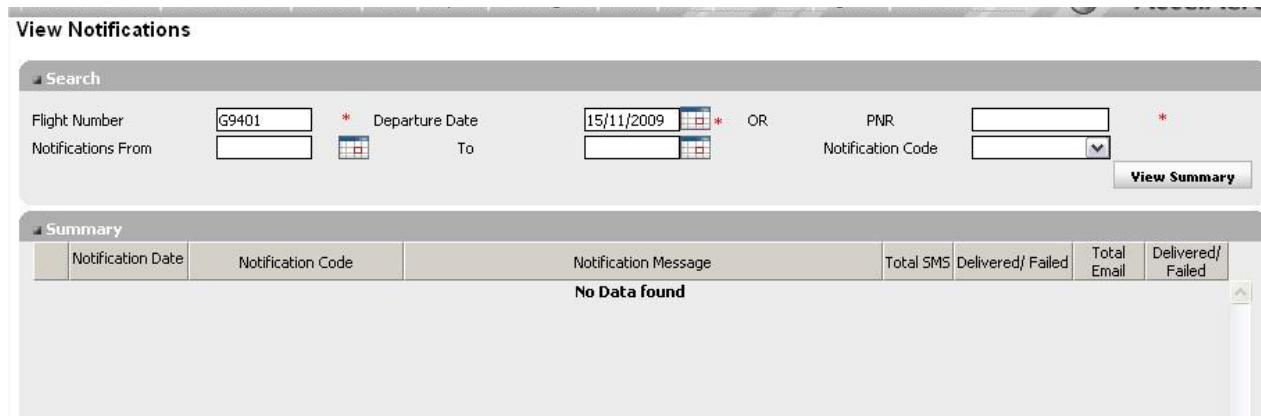
Based on the action selected, when ‘Generate’ button is pressed, system will generate a Message and it will be displayed in “Generated Message” area.

Users with the privilege to override these messages can “Edit Message” and send the edited version as an email or SMS.

Each notification action will be saved with a notification code and through “View Notifications”, history of notifications can be viewed.

## 6.2 View Notifications

This will allow viewing already sent notification history of a flight.



Notification Date	Notification Code	Notification Message	Total SMS	Delivered/ Failed	Total Email	Delivered/ Failed
No Data found						

Figure 78

## 7. REPORTS

Following reports are made available from the Call Centre and Agents module.

When an Agent report is accessed, depending on the User Agent, if there are any reporting agents, user is allowed to view details of the reporting agents as well.

- Company Payment Report
  - Access can be given to view own agency data only, own and reporting agency data or all data
- Forward Booking Report
- Country Segment Contributions
- On Hold Passenger lists
  - Access can be given to view own agency data only, own and reporting agency data or all data
- Agent Transactions
  - Access can be given to view own agency data only, own and reporting agency data or all data
- Passenger Contact Details
  - Access can be given to view own agency data only, own and reporting agency data or all data
- Agent/GSA list
- Schedule Details
- Meal Details/Manifest
- Mashreq Loyalty Account Details
- Etc.

### 7.1 About Reports

All reports can be viewed in HTML, PDF, Excel or CSV.

Field(s) highlighted with \* are mandatory

**On-Hold Passengers**

**Release Date Range**  
From  \* To

**Departure Date Range**  
From  To

**Report Options**  
 Detail  Summary  
Flight Number

Agencies   With reporting TA's   
 With reporting CO's

**Agents**

**All Agents**

**Selected Agents**

**Output Option**  
 HTML  PDF  EXCEL  CSV

**Figure 79**

When there is a detail report available, a link is made available from the summary report. You can click on the link to view the details. Detail reports are always displayed in CSV format.

Mozilla Firefox

**COMPANY PAYMENTS**  
Summary Report

From Date	: 28/11/2010 <th colspan="4">BIECDG001</th> <th>Report ID : UC_REPM_023</th>	BIECDG001				Report ID : UC_REPM_023				
To Date	: 30/11/2010 <th colspan="4"></th> <th>Print Date : 29/11/2010</th>					Print Date : 29/11/2010				
		Currency	Fare Amount	Tax Amount	Surcharge	Modify Amount	Payment Amount	Refund Amount	Net Amount	To Detail
BIECDG001	Air Mediterranee	EUR	3,050.00	385.00	290.00	65.00	3,790.00	200.00	3,590.00	<a href="#">Detail</a>
BIECDG001	Air Mediterranee	USD	429.00	58.00	35.00	0.00	522.00	0.00	522.00	<a href="#">Detail</a>

**Click to get detail report**

Grand Total : 3,479.00 443.00 325.00 65.00 4,312.00 200.00 4,112.00

Air Mediterranee Reservation System  
\*\*\* End of Report \*\*\*

Page 1

**Figure 80**

When you click on the ‘Detail’ link, a system message will be displayed if you want to save or open the excel document.

## 8. DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Definitions, Acronyms and Abbreviations	Description
ACC	Account
ADL	Additions & Deletions List
ARR	Arrival
Chg	Charges
CNF	Confirmed
CNX	Cancelled
DEP	Departure
Dept.	Departure
MOD	Modification
No.	Number
OHD	On Hold
OnD	Origin and Destination
PAX	Passenger
PNL	Passenger Name List
PNR	Passenger Name Reference
SSR	Special Service Request
SUR/Sur	Surcharge
T.B.A	To be Agreed
Ver.	Version

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**INFORMATION SYSTEMS  
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