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1. Introduction

1.1 Overview

VIDRES is designed as a stand-alone Reservation and Check-in system, which supports a Native screen .

1.2 Before You Start


Common abbreviations

TERM	DEFINITION
PSGR	Passenger
PAX	Passenger
PNR	Passenger Name Record
SSR	Special Services Request
APFAX	Airport Fact Information
ETKT	Electronic Ticket
SITI	Sale Inside Ticket Inside country of commencement of travel
SOTO	Sale Outside Ticket Outside country of commencement of travel
SITO	Sale Inside Ticket Outside country of commencement of travel
SOTI	Sale Outside Ticket Inside country of commencement of travel
MPD	Multi-purpose document
PNL	Passenger name List
MFCI	Male Female Child Infant

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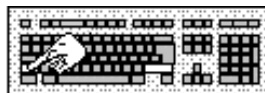
Common keys used



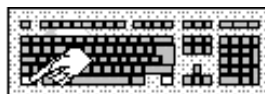
The Tab key, used to move forwards between fields of data. To move backwards use the **Shift** key plus .



Shift key. There are two of these on the keyboard.



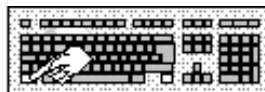
The Control key for hot key sequences. There are two of these on the keyboard.



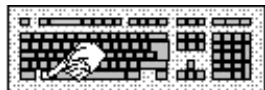
Alt key for accelerator key sequences.



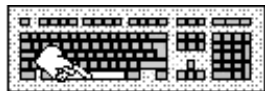
The Control key for hot key sequences. There are two of these on the keyboard.



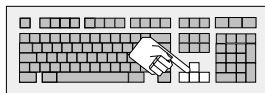
Alt key for accelerator key sequences.



The Space bar used to select/deselect.



Direction cursor keys, used to move backwards or forwards within a word or line of text, or moving through a vertical list of items.

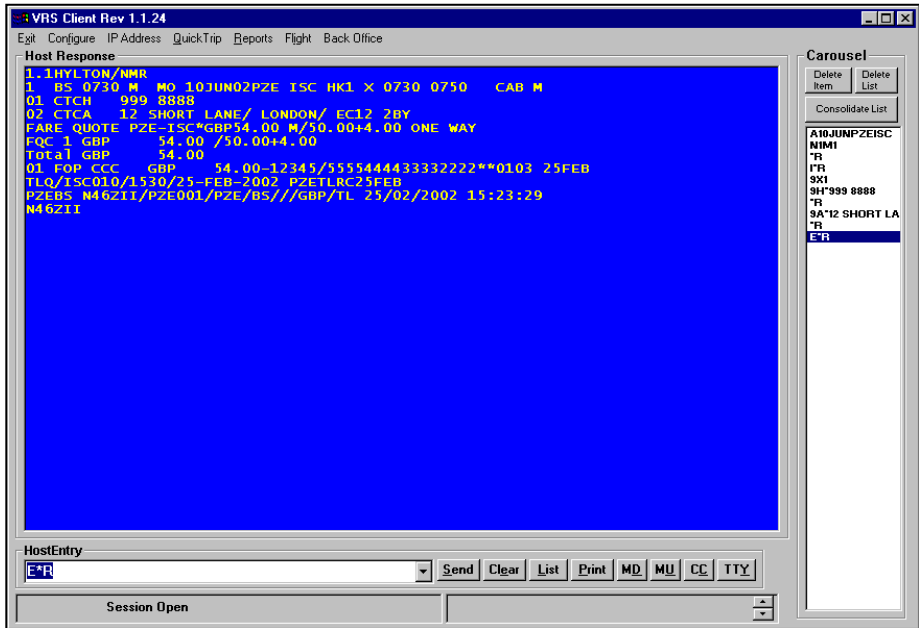


2. Reservation Screen

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2. Reservation Screen

The RES main window is where you will make reservations.



Type entries in the Host Entry box at the bottom of the screen. Responses are then displayed at the top of the screen marked Host Response.

TIP- Type ZH for a complete list of host entries.

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Toolbar

SEND	Click this button to execute transaction command
CLEAR	Clears screen
LIST	This will display carousel, which contains a list of all transaction commands entered
PRINT	Screen-prints
MD	Move down page
MU	Move up page
CC	This displays the credit card details screen. This will be discussed later in the manual.
TTY	This displays the Teletype Screen, which will also be discussed later in the manual. (under development)

Carousel

DELETE ITEM	Deletes individual item from list
DELETE LIST	Deletes entire list
CONSOLIDATE LIST	Shows each entry made only once on list

3. Sign On and Off**Sign On**

To use the system you need to sign on.

To sign on type your sign code in the host entry box and press the enter key on your keyboard. The sign on code is validated for being in the correct format and is checked

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against a list of authorised users. If the agent sign is not found, an error message is displayed 'sine note found'. If the sine is accepted, 'Sine on OK' is displayed.

BSIA2222BB/GS

BSIA [entry code for sine in action] **5555EE** [agent sine] / **GS** [duty code]

When the sine in is entered, for security reasons the code will be displayed as **** .

Sine Off

To sine off, type **BSX** and click the Send button.

4. Schedule and Availability Display

A10NOVPZEISC

Display flight schedule and availability for 10 November from PZE to ISC

A10NOVLHR\$\$\$

Displays availability from LHR to all destinations

AB2

Displays reverse availability 2 days later

Host Response							
AV	SAT	10NOV	LEAVE	ARRIVE	FLIGHT	EQP	AVAILABILITY
1	PZE	ISC	10NOV-0840	10NOV-0905	BS 0840	EB	M13
2	PZE	ISC	10NOV-0935	10NOV-0955	BS 0935	EB	M22

4.1 Booking from Availability

N1M1

To book 1 seat M class from line1

X3

Cancels flight segment 3

4.2 Direct Segment Booking

0BS0730M10NOVPZEISC NN1 Basic Entry

0[indicates direct segment entry] **BS**[airline code] **0730**[flight number] **M**[booking class] **10NOV**[date] **PZE**[departing city] **ISC**[arriving city] **NN1**[action code]

Host Response										
OK	10/11/01-07:30:00*07:50:00HK									
1	BS	0730	M	SA	10NOV	PZE	ISC	HK1	X	0730 0750 CAB M

Carrier can be 2 alphas, or 1 numeric plus one alpha, or 1alphaplus 1 numeric or 3 alphas. Flight number is either 4 numerics or 3 numerics plus 1 alpha.

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Action Codes

NN	To Book
QQ	Open Segment
OB	To Overbook Flight
LL	To Waitlist

4.3 Waitlist and Reconfirmation

When a class is full on a flight passengers may be waitlisted using the direct segment entry and the action code would be LL. When seats become available the first on the list will have status changed to KL and the PNR automatically put on Q HDQ/001. Once the passenger has been advised of the confirmation change the status to HK using the entry (dot).2HK where 2 is the line number in itinerary and add remark (5**) to the booking.

If Reconfirmation is required after retrieving the booking change the segment status from HK to RR using the entry (dot) .3RR where 3 is the segment line number.

If a booking has been reconfirmed in error the status may be changed back to HK using .3HK

To view waitlist LWBS0730/10NOV would display waitlist i.e. passengers with KL and HL status.

4.4 Availability with Lowest One-way Fares

A01JUNLHRDUB-FLLHR:1,Y-LHR*LHR

To obtain availability and fare in the lowest fare bucket in one display this entry is used. The display returned will show the flight with all the available fare buckets, with the fare price of the lowest available bucket.

The above entry indicates, **FL** (lowest fare)**LHR**(currency of LHR)**1**(1seat in Y cabin)**LHR**(sold in LHR)**LHR**(ticketed in LHR).

To book seats **N1B2** to select 1 seat in B fare bucket (the lowest available) from flight on line 2. Once the passenger names have been added, **FSL** to store the lowest fare in the PNR.

For airlines operating with lowest one way fares, when 2 sets of fares have been stored, one when the fare is for a one way journey only, and one when the fare is part of a return journey, the following transaction should be used.

A01JUNLHRDUB-FLLHR:1,Y-LHR*LHR=S
=S (Single for one way journey)

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A01JUNLHRDUB-FLLHR:1,Y-LHR*LHR=R
=R(Return, when part of a return journey)

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4.4 Adding Hotel.

HA06NOVNAT is the transaction for availability

HA is asking for hotel or tour availability.

06NOV is the date the booking is to start.

NAT is the city where the hotel/tour is located.

Host Response

```
VRS Queue Summary 24-Aug-2004, 08:12
Hotel Availability for NAT, 06-NOV-2004
```

AvID	City	HotelName	Lvl	Rm	MaxAdCh	View	Av	Price
1 1339	NAT	Ocean Palace	Sup	BungDo	2 1	Ocean	7 USD	2200.00
2 1642	NAT	Ocean Palace	Sup	BungTr	3 0	Ocean	2 USD	3300.00
3 420	NAT	Ocean Palace	Sup	Double	2 1	Ocean	15 USD	2200.00
4 2325	NAT	Ocean Palace	Sup	Single	1 1	Ocean	2 USD	1450.00
5 1421	NAT	Ocean Palace	Sup	Triple	3 0	Ocean	5 USD	3300.00
6 208	NAT	Pestana	Sup	Double	2 1	Ocean	7 USD	2200.00
7 2324	NAT	Pestana	Sup	Single	1 1	Ocean	1 USD	1450.00
8 1473	NAT	Pestana	Sup	Triple	3 0	Ocean	2 USD	3300.00
9 233	NAT	Parque Da Coste	Fir	Double	2 1	Ocean	35 USD	1900.00
10 2332	NAT	Parque Da Coste	Fir	Single	1 1	Ocean	5 USD	1300.00
11 1474	NAT	Parque Da Coste	Fir	Triple	3 0	Ocean	10 USD	2850.00
12 257	NAT	Piramide Palace	Fir	Double	2 1	Ocean	20 USD	1900.00
13 2326	NAT	Piramide Palace	Fir	Single	1 1	Ocean	2 USD	1300.00

7-1FHFFFFFF[4625:2] is the transaction to add the hotel/tour.

7-1F is the field the hotel is stored and 1F relates the booking to passenger 1

FFFFFF is the code for hotels/tours

[square bracket at beginning and end of requirement]

4625 is taken from the AVID code shown on the availability display.

: separates the code from the number required.

2 in this case is to book two tours

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```
1.2TEST/MR/MRS
1  RG 9731 Y SA 06NOV04JFK NAT HK2 2330 0820+ CAB Y
2  RG 9730 Y SA 13NOV04NAT JFK HK2 1400 2130 CAB Y
01 MP - 1HBBH USD 2200.00 NAT[1339] Ocean Palace Superior/BungDouble/0c
01 CTCH TEST PNR
FARE QUOTE -Auto *USD983.00 ?/449.5+48.00/449.5+36.00 [SITI 965,967] #YYRT,#YYRT
01 FQ01 *USD497.50/449.5+48.00#YYRT [SITI 965]
02 FQ02 *USD485.50/449.5+36.00#YYRT [SITI 967]
EQC 1 USD 983.00 /449.50+48.00/449.50+36.00
EQC 1 USD 2200.00 MPS HBBH NAT[1339] Ocean Palace Superior/BungDouble/0c
EQC 2 USD 983.00 /449.50+48.00/449.50+36.00
Total USD 4166.00
```

When issuing tickets the entry ezm will issue the voucher for the hotel/tour.

5. Making Reservations

5.1. Entering Names

The name item key - precedes all name entries and signifies that the information to follow is the passenger's name. Immediately following this is the number of passengers with the same last name. E.g. Mr. and Mrs. Smith would be entered as -2SMITH/AMR/BMRS.

The first name, initial or title of each passenger is separated by a /. Names must be entered with a title.

1JONES/KMISS.CH09	1Child aged 9years
-1BROWN/KMSTR.IN04	1 Infant aged 04months
-1STUDENT/AMISS.SD	1 student, no age required
-1SENIOR/AMR.CD	1 senior, no age required

Incomplete name items should be followed by *

-15HOSPITAL/GROUP* Blocks seats for a group of 15

When names are entered, the host will display – which indicates that the entry was accepted. To view name entry do *R to display PNR.

To cancel a name item use -2 [name item number] followed by the @ sign.

-2@ cancels passenger(s) with name item 2.

- -1@2 = cancel second name in name item 1
- -2@Jones/AMr/BMrs = change name item 2 to the text after @. The number of names must be the same as the original entry.
- -2@2/AMiss = change second name in name item 2 to text after slash. The pax type cannot be changed.

An agent can only do a name change with a security level equal to higher than what has been set in the Operating Parameters Table. (Name Change Security Level) The operating parameters is explained in more detail in the Administrations Manual.

5.2. Contact Information

The number 9 precede the contact information followed by the contact type e.g. H-home B-business A-address E-email. This is followed by an * and then the freeflow text.

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9H* 001 234 5678

9T* Travel Agency

9E*CSTRAINING@VIDECOM.COM

9A*123 TEST STREET/HENLEY/OXON/RG11 11A

Entering the address with forward slashes will set the address on different lines when printing the passengers receipt (EZR).

To passenger relate the contact insert the passenger's name item number between the 9 and contact type followed by * and free-flow text.

9-2H*222 222 2222 (Home contact for passenger 2)

9-2B* Business Contact for passenger 2

To remove a contact from a PNR enter **9X** followed by the line number of the contact you want to remove. E.g. **9X2** cancels contact line 2.

5.3. Special Services Request (APFAX and GENFAX)

APFAX (Airport Facts) are special requests that are entered on a passenger's PNR to be actioned at time of check-in. These include wheelchair, seat requests, meal requests and any comment considered relevant to the passenger. All requests entered in this way will appear on the PNL (Passenger Name List)

To enter an APFAX related to all passengers and all segments, type **4F** followed by the action code., e.g. **WCHR** and press enter. This will assign a wheelchair on the PNR.

To passenger relate an APFAX, insert the passenger number between the **4** and **F** e.g. **4-2FWCHR** A wheelchair request for passenger 2. This will assign the APFAX to all segments in the PNR

To passenger relate and segment relate an APFAX, insert the passenger number and segment number between the 4 and F, e.g. **4-2S1FVGML** A vegetarian meal request for passenger 2 on segment 1 of the itinerary only.

Some APFAX allows you to put a comment after the action code as shown below.
4S1FCKIN NEWLY WEDS – PLS OFFER USE OF FIRST CLASS LOUNGE

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CKIN - allows for more general comments to be entered. In this example, the request is for the check-in agent to offer the passengers on the outbound segment the use of the first class lounge.

To remove an APFAX from a PNR, enter **4X** followed by the line number of the APFAX you want to remove. E.g. **4X1** cancels APFAX from line 1.

Note

For a complete list of supported APFAX see the help files (type ZH and press enter) See section LISTS on how to view a flight list with APFAX

Seats Requests

To view a seat plan type LS [FLIGHT NO] / [DATE]
e.g. LSGX0812/19MAY Displays seat plan for flight GX0812 on the 19MAY

```

Host Response
Seatplan GX 0812/19MAY Time: 1055 Reg: 145
Front
      12345678901245678
              WWWWW
F  XXXXXXXXEXXXXXXXXXX
D  XXXXXXXXEXXXXXXXXXX

A  XXXX.XXXEXXXXXXXXXX
              WWWWW
      12345678901245678
    
```

Key

- | | |
|-------------|--------------------------|
| 1234567 etc | Row Numbers |
| X | Available seat |
| . | Occupied seat |
| x | Unoccupied seat |
| E | Exit row |
| W | Wing |
| ADF | Seat location within row |

Assigning a seat

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Seat requests must be passenger and segment related.

4-1S1FRQST5A Request seat 5A for passenger 1 on segment 1

The numbering of the seats are such that the second digits of the seat number are used to identify the seat numbers. Using the example above the first nine seats are seats 1-9 then the 0 is the for seat 10 where 0 is the second digit of the number 10. Then the next seats 1-8 in the diagrama above represent seats 11-18 and so on.

```
Host Response
1.1TEST/MR
1  GX 0812 M WE 19MAY04ORK ALC HK1 X 1055 1440 CAB Y
01 AFX1-1 SEAT HK1 ORKALC 5A
ORKGX N48DGO/ORK001/ORK/GX//EUR/TL 05/11/2003 13:25:43
N48DGO
```

4X1 Cancels APFAX from line 1

5.4. Adding Remarks

Comments relevant to the PNR can be added with the entry **5**followed by freeflow text**. Comments entered with **5**** have the city code, agent sine and date put at the end of the remark.. To remove a remark from a PNR, enter **5X** followed by the line number of the remark you wish to remove.

5.5. Adding Ticket Time Limit/Cancellation

A time limit when entered on a booking will cause the booking to be placed on queue on the date and time specified.

8/PZE012/1800/01DEC

Places booking on queue PZE012 at 6PM on 01DEC

8/01DEC

Places booking on queue using the the default queue number and time specified in configuration.

8C/1200/24SEP

Will automatically cancel bookings held at 1200hours on 24th September

An * may be placed after the entry followed by any free-flow text. For e.g. 8/PZE012/1200/01DEC*ADVD PAX TO PAY BY THIS DATE. To remove time limit, enter **8X**.

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For security agents level less than the parameter TTLFixedSecurityLevel, an automatic cancellation timelimit is entered irrespective of what is entered in the HostEntry. The cancellation time depends on value entered for parameter TTLFixedMinutes. For example if TTLFixedSecurityLevel, = 35 and TTLFixedMinutes = 20minutes. So if a security agent level is less than 35, an automatic time limit would be entered irrespective of what is entered by the agent. This time limit would expire in 20 minutes unless the agent issues a ticket that automatically cancels the time limit.

5.6. Ending a PNR

You may want to end a PNR without issuing tickets. To do this simply type **E** followed by the enter key, which ends the PNR and displays the record locator. To save changes to a PNR and continue working on it, type **E*R**. Below is an example of a PNR

```

Host Response
1. 1SMITH/AMR
1 BS 0840 M MO 11NOV02PZE ISC HK1 X 0840 0900 CAB M
01 CTCH 01425 788123
01 AFXS WCHR
TLQ/PZE015/1200/05-NOV-2002*ADVD PAX TO PAY BY 04NOV OR PNR CANX PZETLRC08APR
01 RMKS PAX TO SEND CHEQUE BY MAIL PZETLRC08APR
PZEB5 N475JB/PZE001/PZE/BS///GBB/TL 08/04/2002 14:33:57
N475JB
    
```

Issue office code

Agent sine

Date/time of booking

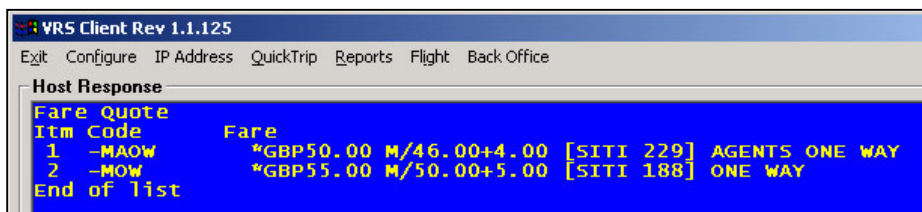
The record locator appears at the bottom left hand side of the PNR. To retrieve a PNR by record locator, use display key (*) followed by the record locator e.g. *N46L9R

6. Fare Quote

6.1 Auto Fare Quote

Before a ticket can be issued a valid fare must be stored on the PNR. The auto fare quote is designed to return a list of possible fare that matches all the criteria of the passenger's journey. This will take into consideration advance purchase requirements, minimum stay and maximum stay.

FG displays a list of valid possible fares for booked itinerary.



```
VRS Client Rev 1.1.125
Exit Configure IP Address QuickTrip Reports Flight Back Office
Host Response
Fare Quote
Item Code      Fare
1  -MAOW      *GBP50.00 M/46.00+4.00 [SITI 229] AGENTS ONE WAY
2  -MOW      *GBP55.00 M/50.00+5.00 [SITI 188] ONE WAY
End of list
```

The fare quote also included a sum of all the applicable taxes. In the above example the total fare is GBP50.00 which consists of fare amount GBP46.00 plus total tax of GBP4.00. Note that this is a list of applicable fares. In the above example there are 2 possible fares for the agent to select from.

FS1 stores fare from line 1 of fare display.

FN229 displays the rules for fare reference number 229

Below is an example on the blue screen when fare has been stored(fare different from above)

6. Fare Quote

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```
VRS Client Rev 1.2.222 IP Connection: vidresdemo2
Exit Configure IP Address Reports Flight Back Office Administration Functions VRS Manuals
Host Response
Fare Stored
FQC 1 PKR 5200.00 /3785+1415.00
Total PKR 5200.00
TX 1-1 PKY/1JAN05 PKR 665.00
TX 1-1 SP PKR 100.00
TX 1-1 PQ PKR 650.00
BA 1 KGS
TC 1 PKR SNT0
TC -1 PKR SNT0
```

The Fare **FQC 1 PKR 5200/3785+1415.00** illustrates the total fare/actual fare+taxes. **TX** represents the different taxes applicable to this fare.

BA represents the baggage allowance set for the fare in the Fares column in Back Office, **KGS** represent the weight units.

TC represents fare code. This was requested by one of our clients. It is used to code the actual fare set in Fares in Back Office. The code is represented in the format below. The example above, which shows **PKR3785.00** as the actual fare set, will decode as **SNT0**.

D	1	O	5	E	9
I	2	U	6	R	0
S	3	N	7		
C	4	T	8		

The PNR must contain passenger names before a fare can be stored. This is because the fare is stored for each passenger and therefore distinction must be made between adults, children and infants.

```
VRS Client Rev 1.1.125
Exit Configure IP Address QuickTrip Reports Flight Back Office
Host Response
1.1TEST/AMR
1 BS 0840 M TU 04FEB03PZE ISC HK1 X 0840 0900 CAB M
FARE QUOTE -MAOW *GBP50.00 M/46.00+4.00 [SITI 229] AGENTS ONE WAY
01 FQ01 *GBP50.00/46.00+4.00#MAOW [SITI 229]
FQC 1 GBP 50.00 /46.00+4.00
Total GBP 50.00
```

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The Fare quote line also includes the International sale Indicator i.e. the sale and ticketing point. This indicator is used to identify which taxes are applicable to a particular fare. In the above example, the fare is being Sold and Ticketed inside the country of commencement of travel (SITI). Following the ISI is the fare ID. It is possible to override the default ISI by specifying the sale and ticketing point in your fare quote entry.

FG/CDG Fare quote in currency of city specified. The ISI will be the agents default city.

FG/CDG-CDG*CDG Fare quote in currency of city CDG, specifying sale as CDG and ticketing in CDG.

When these transactions are used the following Fare Store transaction should include the city overrides. i.e. FS1/CDG-CDG*CDG

Note: When an agent is set up, they are given a default currency. When the agent does a fare quote, the fare will be displayed in their currency, using the stored exchange rate to change from the currency the fare is filed in, to their default currency. To override this the above transactions are used.

6.2 Fare Storing Following Availability With Lowest One-way Fare

If an availability transaction was used with the lowest one-way fare attached, after the passenger names have been entered, **FSL** will append the fare to the PNR.

6. Fare Quote

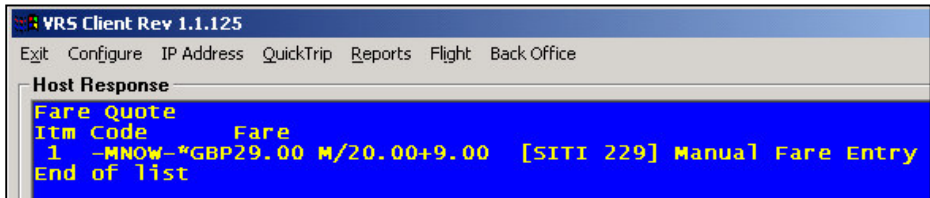
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6.3 Manual Fare Quote

FQM-FAREBASIS-GBP29.00 M/20.00+9.00

FQM (action code) **-MNOW** – (fare basis code, enclosed between minus signs)

GBP (currency code -optional) **29.00** (fare amount) **M** (booking class) **20.00** (amount for segment 1) + **9.00** (Total tax on segment 1) **[SITI 229]** (ISI indicator and fare ID)



For PNR with more than 1 segment i.e. a return journey on two different classes X and Y, the entry command is as follows

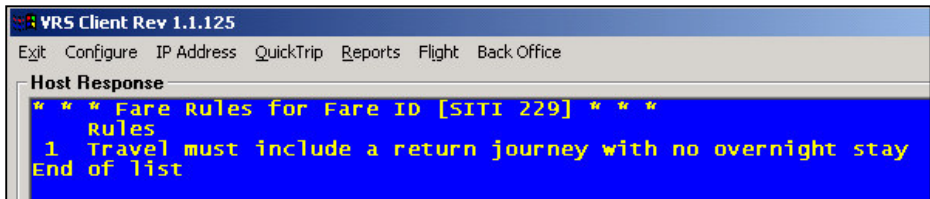
FQM-XOW,YOW-GBP100.00 X/50.00+0.00Y/50.00+0.00

Manual fare quote creates a fare display with one line from which the fare must be stored. FS1

FX To cancel a fare quote

6.4 Fare Rules

There are different rules attached to each fare. These rules are entered with each fare and are tied to the fare ID. If you refer back to the fare quotes, you will remember that the fare ID is displayed in the quote.



FN229 displays the rules associated with a fare by specifying the fare ID

7. Form of Payments

In order to issue a ticket, the method of payments needs to be recorded on the PNR. There are 4 methods of payment that are accepted.

MM

Total cash payment for all passengers on PNR

M [action code for payment] **M** [cash]

MQ

Total payment by cheque for all passengers on PNR

M [action code for payment] **Q** [cheque]

MIGBP10.00-8000

Payment of £10.00 by Invoice

M [action code for payment] **I** [invoice] **GBP** [currency code] **10.00** [amount] – **8000** [invoice number]

MCGBP10.00-1234/333344445555**0303

Payment of £10.00 by credit card

MC [credit card] **GBP** [currency code] **10.00**[amount] – **1234** [approval code] /**333344445555** [card number] ** **0303**

This entry is used when payments have already been authorised outside the system, and the payment is just being recorded in VRS.

MKGBP10.00/333344445555**0303

This entry is used when payment is to be authorized through the system.

Variations in the enter include omitting the amount MK/33334444**0103

If payment is to be taken in another a currency different from that of the fare quote, then enter the Payment currency leaving the amount blank for the system to do the conversion for you, for example, MKEUR/33334444**0103

Payment may be passenger related where passengers on a PNR are paying individually. To passenger relate payment, insert passenger number between the payment action code and the payment method, for example M1M (cash payment for passenger 1).

MX1 cancels form of payment line 1

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Note This should only be used if the Form of payment is being voided on the day the payment was made. If the payment has already been reported then use the refund entry.

Credit card payments where the authorisation was obtained through the system must always be entered as a refund and not a cancellation.

7.1 Credit card Authorisation Screen

Credit card details can be entered using the screen displayed below. This is access by clicking on the CC button on the Main Res Screen. This screen may be used to obtain an authorization from the system and it will generate the MK transaction.

CC Details	
Card Number	<input type="text" value="492901234567890"/>
Expiry	<input type="text" value="0106"/> <input type="text" value=""/> ie 1202
Name	<input type="text"/> Blank defaults 1st PAX
Transaction Details	
Currency	<input type="text"/> Blank for Agent Default Currency
Amount	<input type="text"/> Blank for total amount
Security No.	<input type="text"/> 3 digits from rear of card RHS
Issue Number	<input type="text"/> Switch card only
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

8. Issue Ticket

In order to generate an ETKT payment must be completed for all passengers on a PNR.

EZT	Issues e-ticket for all passengers on the PNR and saves Changes
EZT*R	Issues e-ticket and redisplay PNR
EPT	Records that a paper ticket had been issued
EZA	(preceded by EPT*R) Generate a message to ticket printer to print ticket

8.1 Printing Receipt with and without tickets

8.1.1 Without Tickets in PNR

EZBC	Displays itinerary/receipt without ticket. May be printed if printer attached
EZBE	E-mails itinerary/receipt without ticket
EZBP	Not yet active
EZBW	Not yet active

8.1.2 With Tickets in PNR

EZR	Prints a receipts for each passenger on the PNR
EZR1	Prints receipt for passenger 1 only
EZRT	Prints a receipt, suppressing the price of the TKT, showing payment by Travel Agent
EZRC	As EZBC but with tickets
EZRE	Sends an email confirmation to passenger
EZRE/DE	Issue email receipt in German (If configured in database)
EZRP	Not yet active.
EZRW	Not yet active

8.2 Voiding Tickets

EZV*	VOIDS all unused tickets and removes ticket numbers from PNR
------	--

8.3 Adding Manual Ticket Number

4-1FTKNO 12534567890123 Adds ticket number to a PNR followed by EPT.

Note this transaction will only add ticket numbers allocated to your Sales Office by the system administrator

These numbers are entered in the Ticket Assignment Table in the Administration Functions

This section is explained in more detail in the Administration Functions Manual

9. Miscellaneous Charges

The scheme includes two parts in the PNR. First an MPS, Multi Purpose Segment, that explains the product or service and includes the price of that service, and a second part, MPD, Multi Purpose Document, that is the equivalent of a ticket, issued for the value of the MPS.

MPS/MPD can be actioned at the time the original booking is made, for example if the passenger wishes to pay for excess baggage, or at a later date if a change or cancellation fee is to be paid.

To add an MPS

7-1*CNCLEUR100 freeflow text (currency code optional)

7 Field identifier for MPS

-1 To relate MPS to pax 1. All MPSs must be passenger related.

***** Separator

CNCL 4 letter code identifying charge

Other charge codes, XSBG(excess baggage charge) XCHG(change)

These three codes are hard coded in VRS and the amount to be charged needs to be specified.

To delete an MPS

7X1

1 MPS line 1

To store the MPS charge

FSM

If there is already a fare stored, this will add the MPS charge to the fare total.

To issue an electronic MPD

EMT

The MPD will be issued as lifted (used). Therefore it cannot be voided until the status is changed to unused.

To change MPD status to unused

EZX/GX(space)(space)200000014/01

GX = Airline code (input your specific airline code here)

Once the status has been changed, **EMV*** will void the MPD.

Where 13 number vouchers are used only one space is necessary. E.g.

EZX/125(SPACE)1234567890 where airline is 125 and 1234567890 is the ticket voucher number.

10. Pre Bookable Options

If products have been configured with specific charges, e.g. VGML or call centre fees, the product code can be added to the PNR and the cost of the product and product description will automatically populate the MPS.

7-IFCALL

- 7** Mandatory MPS field
- 1** Related to passenger 1
- F** Mandatory MPS field
- CALL** Product code

The above entry will add an MPS as shown below

```
Host response
1.1TEST/AMR
1 VE 0602 T MO 01DEC03CCS MRD HK1 X 1200 1400 CAB Y
01 MP - 1CALL USD 50.00 CALL FEE
```

This example shows an MPS with a call centre fee of USD50.

- FSM** To add the fee to the fare
- EMT** To issue the MPD for the fee

11. Refunds

11.1 Full Refund with no Charges

Void tickets EZV*

Cancel the itinerary

Use FX1 to remove the fare

RMGBP100 to refund (see below for different refunds)

End transaction

11.2 Part Refund with no Charges

Void tickets EZV*

Cancel relevant flight(s)

FG + FS1 to add new fare

RM etc to refund excess fare

EZT to issue new ticket.

11.3 Full Refund with Charge

Void tickets EZV*

Cancel flight(s)

Add MPD (i.e. 7-1*CNCL GBP20.00)

FSM to amend fare to be the charge

RM to refund the relevant amount (fare paid less cancellation fee)

EMT to issue the MPD voucher

11.4 Part Refund with Charge

Void tickets EZV*

Cancel flight or make amendments

Add MPD

FG + FS1 will add new fare plus MPD charge

Refund any excess fare or collect any additional

EZT will add both new ticket and MPD voucher

(When recording refunds the amount being refunded must be entered)

11.5 Part Refund on an unused Flight Coupon (ticket status ELFT)

Change selected ticket coupon status to ETKT using command EZX/airline ID(SPACE)ticket voucher number, similar to what is done for MPD's(Refer to page 29)

Void all unused tickets (ETKT) using the command ezv*

Cancel flight (x1) or make amendments

FG to add new fare for amended journey

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FS1 to store fare

Refund any excess fare or collect any additional

EZT will add both new ticket and MPD voucher

(When recording refunds the amount being refunded must be entered)

RMGBP10.00

Cash refund of £10.00 for all passengers on all segments of PNR

R [refund] **M** [cash] **GBP** [currency code] **10.00**[amount]

RQGBP10.00

R [refund] **Q** [cheque] **GBP** [currency code] **10.00** [amount

RIGBP10.00-8000

R [refund] **I** [invoice] **GBP** [currency code] **10.00** [amount] – **8000** [invoice number]

RCGBP10.00/333444555**0303

R [Refund] **C**[credit card] **GBP** [currency code] **10.00** [amount] / **333444555** [card number] **** 0303**

This transaction only records the refund in VRS, the card must be refunded directly with the credit card authorisation company first.

12. Viewing PNR Details

- *N46L2R Display PNR
- *R Display current PNR
- *T Displays ticket information for PNR
- *S Displays payment information for PNR
- *C Displays PNR tax breakdown per pax by segment
- *F-1 Displays IATA Fare calc for pax 1
- I*R Ignores any changes made and re-displays PNR
- E*R Ends PNR, saving changes and re-displays it

13. Dividing a PNR

It is possible to remove passenger(s) from a PNR and creating a new PNR for them. When dividing it is important to remember a passenger is identified by his name number, which is identified by his position in the list of names. To divide a passenger from a PNR:

1. Enter **D** [divide] followed by the passenger name number e.g. **D2/**. If you are removing multiple passengers then use a slash to separate the passenger name numbers e.g. **D2/3/4/**
2. A new PNR is created with only passenger 2
3. Check to ensure all relevant details have been copied and file the new PNR, by typing E only..
4. The original PNR will then be displayed with the remaining passenger(s)
5. Check details for remaining passenger(s) and file the PNR, by typing E only.
6. A confirmation appears giving the new record locator.
7. The record locator of the divided PNR is displayed in the remarks field of the original PNR.

When a PNR is divided all generic details are transferred to the new PNR. Items that have been passenger related are shown on the PNR containing the passenger it relates to.

Handling Payments during divide

If the PNR contains a single payment for all passengers, then the relevant amount corresponding to the passengers fare quote, is transferred with the passenger to the new PNR. The original booking will now only show the payment amount relating to those passengers remaining on this PNR. The original form of payment details are shown in the remarks field of the both PNRs.

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NOTE: Bookings with part payments cannot be divided. The payment should be cancelled, the booking divided, and then the payment can be input again. Also pax cannot be divided off a group PNR if they have a group name element. e.g –10Rugby group*. The pax to be divided off should be given a separate name element before dividing.

14. PNR History

This keeps track of all changes made to a PNR. It shows all the commands that have been entered, by who (agent sine), and the date and time of the transaction.

```
*** History Information - for N47ULP ***
Date/Time of Edit  Sine History Detail
1 02Jan2003 12:11:23 1818 n2m1
2 02Jan2003 12:11:36 1818 n2m3
3 02Jan2003 12:11:54 1818 -2smith/Amr/bmrs
4 02Jan2003 12:12:10 1818 9h*01491 528425
5 02Jan2003 12:12:24 1818 fs2 #MDRTN *GBP72.00 M/32.00+4.00/32.00+4.00 DAY RTN
6 02Jan2003 12:12:33 1818 fx2
7 02Jan2003 12:12:42 1818 fs3 #MRTN *GBP108.00 M/50.00+4.00/50.00+4.00 NORMAL PERIOD RTN
FARE
8 02Jan2003 12:12:48 1818 mm
9 02Jan2003 12:12:55 1818 ezt*r
End of list
```

15. Search

There are 3 types of searches. All are preceded with the letter S. A date may be specified in the search or if no date entered the systems default date is used which is configurable in the server by Videcom..

S* performs a search using passenger name and date of travel

S*BROWN Search for all passengers with name Brown traveling on flights after the date specified, in this case the systems default date.

S*SMITH//AMR/12AUG Search for all passengers with name Mr. A Smith traveling on or after 12Aug.

SP performs a search using passenger name and PNR creation date.

SPJONES Searches PNRs created after the default date for passengers with the last name Jones

SPJONES/12AUG2002 Searches PNRs created after 12AUG2002 with last names Jones

SLDELAY Search all PNR lines for all Passengers for the word delay.

SLDELAY Search all PNR lines for all Passengers for the word delay.

STTESTPAX Search PNRs created for passengers with last name Testpax. It also includes surnames chronologically higher than Testpax. It displays their PNR Locators, classes and cabins under

which they are booked, ticket and booking status, date of flight etc.

SQTESTPAX Same as ST but only shows QQ status passengers.

16. QUEUES

Queue Types

QEP General queue

Queue Entries

QCA
To view number of PNRs on queue

QEP/LHR/012
Puts PNR on general queue LHR
QEP [queue type] / **LHR** [city] 012 [queue number]

Note: Queue must be set-up with a sales office. Queue number is a mandatory 3 digit figure, so any preceding zeros must be entered. HDQ/001 is the default Q for waitlist

Q/LHR/123
To sine on to general or supervisors queue

QR
Removes PNR from queue

QX
Sine off queue

I
Moves to the next item in the queue

E
Saves changes made to a PNR, removes it from the queue and then moves to the next item in the queue

17. Lists

Lists are outputs from the database giving certain information specific to individual flights. Most lists will display information from the database item by item, i.e. one or two lines for each passenger record. However, there is also summarized information, for example, the Bag Manifest.

LCBS0730/10NOV	Name list for all class all board points
LCBS0730/10NOVPZEISC	Name list filtered by city pair PZE ISC
LCBS0730/10NOV-D	Complete name list including DOG APFAX
LCBS0730/10NOV-F	Complete name list including all APFAX (APFAX listed against name 1 of each PNR)
LFBS0730/10NOV	Displays a list of APFAX for the flight
CMBS0730/10NOV	Name list of all passengers checked in on a flight
CTBS0730/10NOV	Name list of all ticketed passengers on a flight
LTBS0730/10NOV	List with Tour details
LXBS0730/10NOV-A	List filtered by passengers names starting with A
CBBS0730/10NOV	Displays flight manifest. This will be discussed in detail further in the manual.
LPBS0730/10NOV	Generate PNL (Passenger Name List)
LWBS0730/10NOV	Generate Waitlist.
LIBA0001/15JAN	List all passengers with inbound connection
LIBA0001/15JANLAX	List all passengers with inbound connection at LAX

16. QUEUES**VRS Reservations System User Guide**

LOBA0001/15JAN

List all passengers with onward connection

LOBA0001/15JANJFK

List all passengers with onward connection from
JFK

Note. Adding an ~ at the end of a list entry, will send the list to a printer.

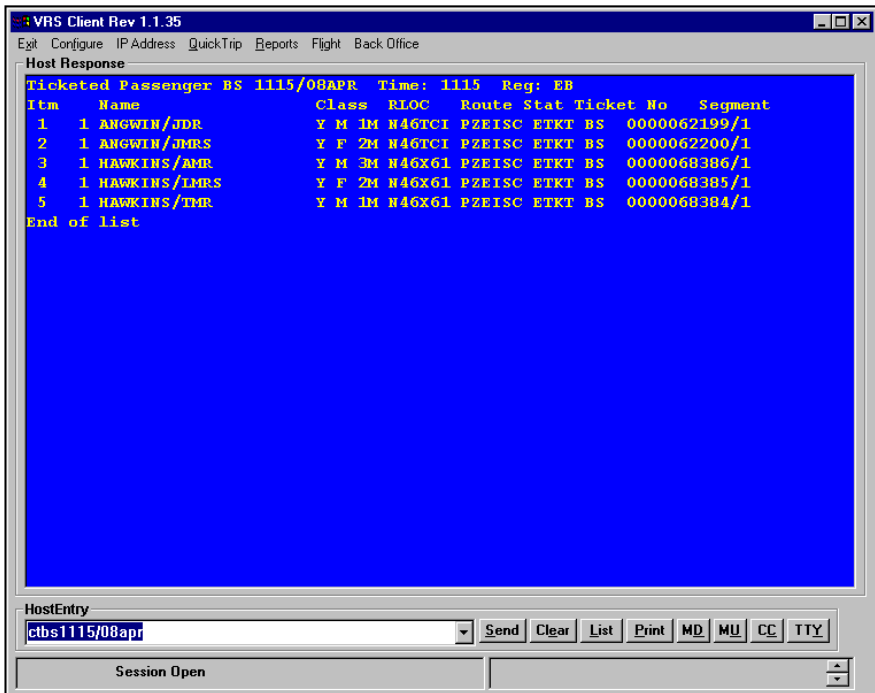
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18. Check-In

The check-in agent can check passengers in by using a GUI or he may opt to do the entries himself.

18.1 Check-In (NATIVE SCREEN)

In order to check passengers in from the native screen, display the list of ticketed passengers.



18.1.1 Check-in Entries

EZ1

Check-in passenger 1 from list of ticketed passengers and mark their ticket as used

EZ2M

Passenger type override, passenger 2 is male

EZ2-3/25

Check-in passenger 3 from list with 2 bags weighing 25kg and mark ticket as used

EZ4C-2/10

Check-in passenger 4 who is a child with 2 bags weighing 10kg

**NB – Other overrides are C – child and I – infant

EZX2

Offload passenger 2 and any checked baggage and revalidates ticket

18.1.2 Ticket Status Codes

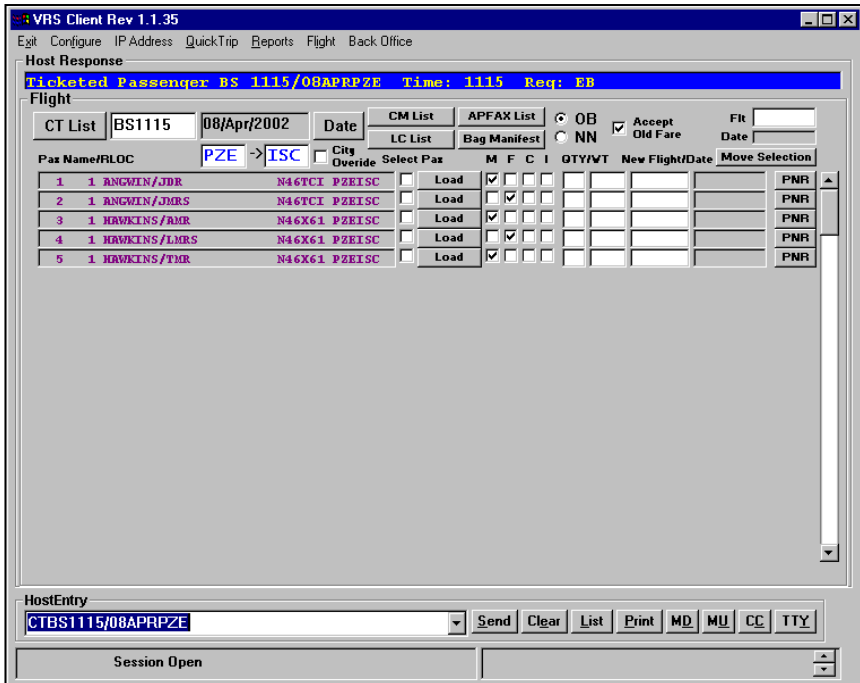
ETKT	valid e-ticket
PTKT	valid paper ticket
ELFT	invalid/used e-ticket
PLFT	invalid/used paper ticket
PTKU	valid upgraded paper ticket
ETKD	valid downgraded e-ticket
PKTD	valid downgraded paper ticket

N.B. If there are any tickets in a PNR that have not been lifted during check-in, they can be lifted with the transaction EZL.

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18.2 Check-In (GUI)

To access GUI, click the **Check-in** tab on main Menu.



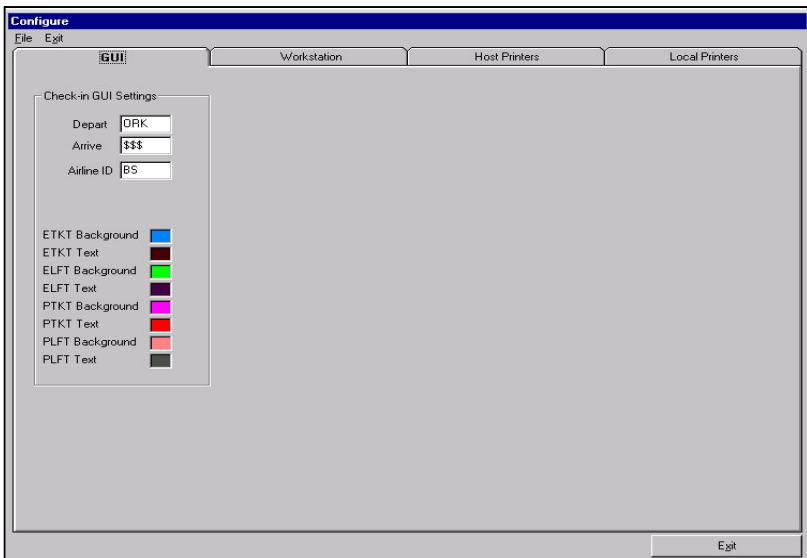
18. Check-in

VRS Reservations System User Guide

18.2.1 Check-in GUI configuration

This can be accessed from the menu bar on the Main Res Screen.

The check-in screen name list display is color-coded for ease of use in identifying passenger types such as Etk passengers, Ptk passengers and passengers which are checked-in.



On this screen, you can configure your preferences / default options for the Check-in GUI.

These are your Departure & Arrival places and your Airline ID. When a change is made to any of these settings, you need to click in, then out of the text box for the setting to be saved. After making changes to these, it is advisable to close and restart the client.

To change the colour setting, click on the colour. This will display the colour palette as shown below. Select the new colour and click OK.



18.2.2 To Check-in a Passenger

1. Enter Flight number in box following CT list
2. Select date by clicking on the date button and selecting date from calendar
3. Click CT button to view a list of ticketed passengers for the flight
4. Identify passengers name on list
5. Check to see that the correct passengers type (MFCI) is selected
6. Enter number of bags along with total weight
7. Click the load button following the name to check psgr in

****Quick Method**

It is possible to on-load a passenger by right clicking on the passenger's name. This will on load all passengers booked on the same PNR.

TIP: - Once a passenger is checked-in, the load button changes to off-load. The passenger's name also changes colour to a brighter shade of that colour.

18.2.3 To Off-load a Passenger

Once a passenger is checked in, the load button will change to off-load. To off-load a passenger, simply click on this button. The passenger's name along with any bag information is removed from the Bag Manifest.

****Quick Method**

A passenger may be off-loaded by right clicking on the passenger's name. This will off-load all passengers booked on the same PNR.

VRS Reservations System User Guide**18.2.4 Bag Manifest**

This list displays a summary of passenger and bag weights. This may be printed and used in conduction with Load Sheet.

Manifest Details

Aircraft Registration

Supplemental Information

Additional Weight

Additional Weight (LBS) Dog Weight (LBS)

Cargo Weight (LBS) Mail Weight (LBS)

Default Weights

F Weight (LBS) C Weight (LBS)

M Weight (LBS)

This initial screen allows additional weights to be entered such as Cargo Weight, or animal weight. Here the default passenger weight is also defined. FWeight – female weight, MWeight – male weight and CWeight – child weight. The total passenger weight will be calculated using these settings.

18. Check-in

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Once these have all been set, click OK. The following List will be displayed:

The screenshot shows a software window titled "British International" with the following details:

- Flight No: BS 0830
- Date: 25JULPZE
- From: PZE
- To: ISC
- Aircraft: EB

Passenger List

Name	M	F	C	I	BkgRef	Weight
BARNARD/WMR	1	0	0	0	N47896	40.00
JONES/DGMR	1	0	0	0	N4740F	25.00
JONES/DFMR	1	0	0	0	N4740F	0.00
JONES/LMRS	0	0	1	0	N4740F	30.00
JONES/PMR	1	0	0	0	N4740F	0.00
JONES/TMR	1	0	0	0	N4740F	12.00
READ/PMR	1	0	0	0	N47DRA	0.00
Total	6	0	1	0		

SUPPLEMENTARY INFO

SUB TOTALS	Pax Weight	1086	0	77	Checked Bags	127
Additional : 0.00lbs	Total	>	>	>	TOTAL	1163
Dog : 15.00lbs						
Cargo : 197.00lbs						
Mail : 45.00lbs						
TOTAL	257				TOTAL lbs	1547

18.2.5 Transferring Passengers to Another Flight

To move all the passengers on a PNR to a new flight:

1. Click on new flight number box associated with the passenger being moved. A separate screen showing flight availability will be displayed. Select new flight by clicking on it.
2. The date will automatically be filled in assuming today's date. To change the date, click on the date button and select new date from calendar.
3. If ticket is valid for new flight at same fare then tick box Accept Old Fare
4. If moving passenger to a flight that is already full, then select OB to overbook flight
5. Click PNR, to move pages

All passengers on the PNR will be transferred to new flight and will be removed from CT list of present flight and show on CT list for new flight.

To move a selected Psgr from a PNR:

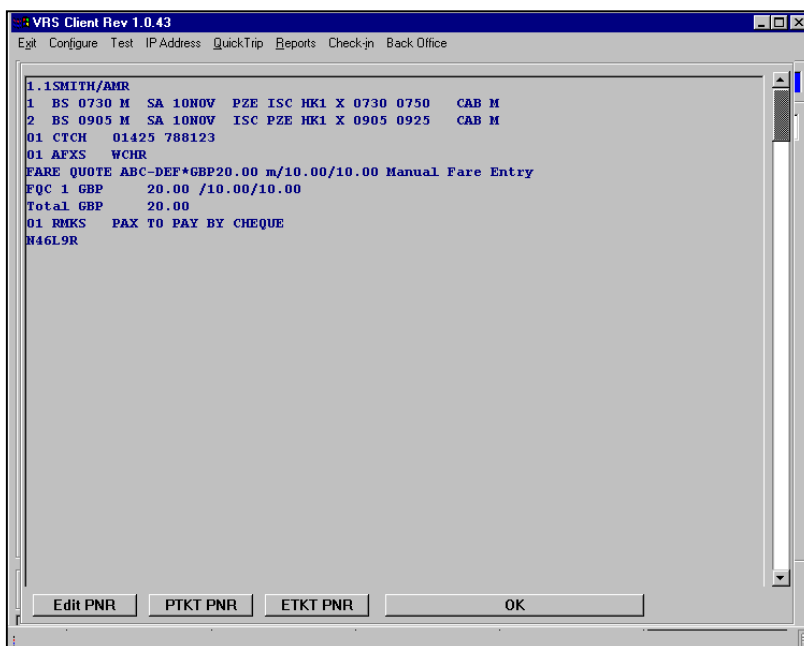
Enter new flight number and date in the box above the move selection button. Then click button Move Selection to move only the selected passengers to new flight.

18. Check-in

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18.2.6 Viewing a PNR from the Check-in Screen

To view a PNR from a displayed list, click on the passenger’s name on the name grid.



EDIT PNR This will default to Native screen where PNR can be amended

PTKT PNR This will issue a paper ticket for all passengers booked on the PNR

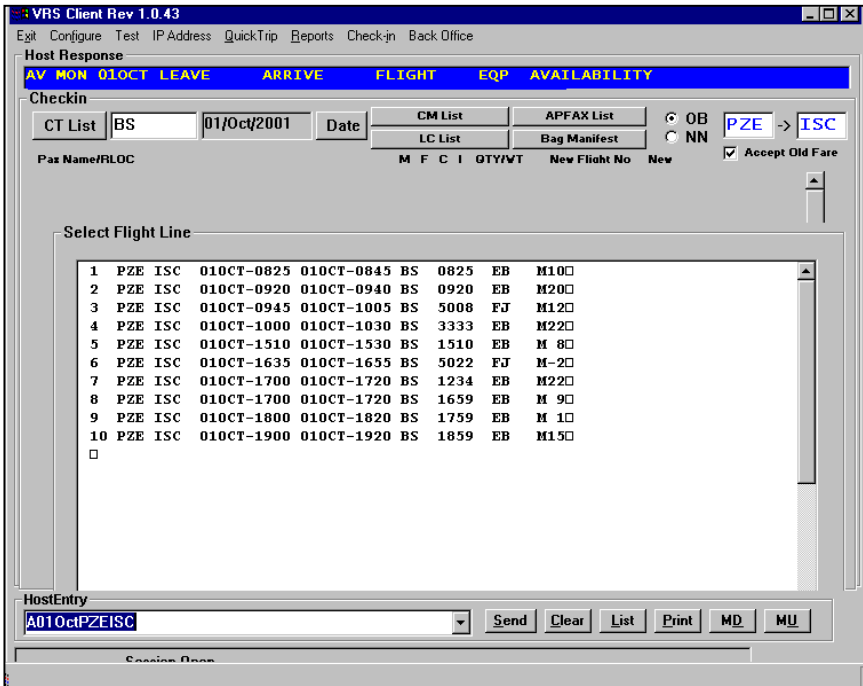
ETKT PNR This will issue an Electronic Ticket to all passengers on the PNR

Click OK to go back to Check-in screen.

VRS Reservations System User Guide

18.2.7 Viewing Availability from Check-in Screen

It is also possible to view Availability on the Check-in Screen by double clicking the flight number box. A separate window is displayed. To exit this window select a flight from availability by clicking on the flight you wish to view a list for.

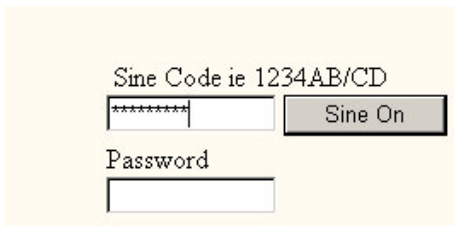


19. GUI for VRS Client

The Videcom Reservations System supports an easy to use graphical user interface for making and amending reservations.

To access the GUI from the VRS client, click on the Extended Features option on the menu of the main VRS reservations screen.

Click on Client to display the sine in screen.



Sine Code ie 1234AB/CD

Password

Type your agent sine code in the top box, this will appear as *****
The password box is not used.

VRS Reservations System User Guide

VRS GUI CONFIGURATION

VRS GUI Configuration

City Pair 1	<input type="text" value="Delhi"/>	<input type="text" value="Birmingham"/>	Agent	<input type="text" value="Iain Barker"/>
City Pair 2	<input type="text" value="Birmingham"/>	<input type="text" value="Delhi"/>		
City Pair 3	<input type="text" value="Birmingham"/>	<input type="text" value="Bratislava"/>		<input checked="" type="checkbox"/> Pax 1 Passport Required
City Pair 4	<input type="text" value="Bratislava"/>	<input type="text" value="Birmingham"/>		<input checked="" type="checkbox"/> Pax 2 Passport Required
City Pair 5	<input type="text"/>	<input type="text"/>		
City Pair 6	<input type="text"/>	<input type="text"/>		
City Pair 7	<input type="text"/>	<input type="text"/>		
City Pair 8	<input type="text"/>	<input type="text"/>		
City Pair 9	<input type="text"/>	<input type="text"/>		
City Pair 10	<input type="text"/>	<input type="text"/>		
City Pair 11	<input type="text"/>	<input type="text"/>		
City Pair 12	<input type="text"/>	<input type="text"/>		

This screen can be used to configure city pairs for quick selection in the Flights screen. Routes can be configured as requiring passport details for passengers. The set of city pairs is configured for the specific agent that is signed into the GUI.

19. GUI for VRS Client

VRS Reservations System User Guide

FLIGHTS

General	Flights	PAX	FAX	Pay&Tkt	Fnd&Edit	Lists								
<input type="radio"/> BHX->DEL		<input type="radio"/> DEL->BHX		<input type="radio"/>		<input type="radio"/>								
<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>								
<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>								
Depart			Return			Clear								
< May 2004 >			< May 2004 >											
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
25	26	27	28	29	30	1	25	26	27	28	29	30	1	
2	3	4	5	6	7	8	2	3	4	5	6	7	8	
9	10	11	12	13	14	15	9	10	11	12	13	14	15	
16	17	18	19	20	21	22	16	17	18	19	20	21	22	
23	24	25	26	27	28	29	23	24	25	26	27	28	29	
30	31	1	2	3	4	5	30	31	1	2	3	4	5	
Depart			Class			Arrive/Return			Class					
Birmingham			Y			Birmingham			Y					
Adults			Children			Infants			Seniors			Students		
2			0			0			0			0		
<input checked="" type="checkbox"/> Return AV			<input type="checkbox"/> AV & Fare			Sales			Code					
<input type="checkbox"/> AV & Fare						NN			Clear					
<input type="checkbox"/> AV & Fare									Clear					
<input type="checkbox"/> AV & Fare														
FARES														
<input type="button" value="1. Availability"/>			<input type="button" value="2. Sell Flights"/>			<input type="button" value="3. Fare Quote"/>			<input type="button" value="4. PAX"/>					
<input type="button" value="5. Fare Store"/>			<input type="button" value="Fare Quote + IISI"/>			<input type="button" value="Fare Store with PAX"/>			<input type="button" value="Remove PAX"/>					
Store AV Fare			Currency Birmingham			Sale Birmingham			Tkt Birmingham					
Delete Flight 1														

Bookings are initiated from this option. Either select the city pair required by clicking on the radio buttons, or select the cities from the Depart/Arrive dropdown list. Also select the required class. Click on the <> buttons to select the required travel dates for outbound and return flights.

VRS Reservations System User Guide

Select the number of passengers of each type from the dropdown list. Now click on the Availability (1) button.

The flights for the outbound and return dates will be displayed in the blue screen on the right side, click on the required flights and click Sell Flights (2)

Click on Fare Quote (3) to view the base fares available for the journey.

Before storing the fare all passenger names need entering, click Pax (4) for the following screen.

PAX

Title	First Name	Last Name	Type	Age	Nationality	Passport No.
Mr	ROBERT	SMITH			GB	123456789
1	Passport First Name	Passport Last Name	DOB	Gender		
	ROBERT	SMITH	5/04/2004	Male	<input checked="" type="checkbox"/> Passport	
Title	First Name	Last Name	Type	Age	Nationality	Passport No.
Mr						
2	Passport First Name	Passport Last Name	DOB	Gender		
				Male	<input type="checkbox"/> Passport	
Delete PAX		1	Clear		Add PAX	

Enter names as shown in the example, the system will default to adult if no passenger type is selected. If the Passport box is ticked, all passport details need to be added.

Once the data has been added click Add Pax.

Now by clicking Fare Store (5) a complete fare breakdown and total will be displayed in the blue screen.

19. GUI for VRS Client

VRS Reservations System User Guide

FAX

Click on the FAX button to display the area for entering passenger contacts and any special requests

General	Flights	PAX	FAX	Pay&Tkt	Find&Edit	Lists
Pax <input type="text"/>		Seg <input type="text"/>		Clear		
Address - 6 High St/Henley		Add				
<input type="text" value="6/The High Steet/Henley"/>						
Home Telephone		Add		Other Phone (Away)		Add
<input type="text" value="01234 556677"/>				<input type="text"/>		
Business Telephone		Add		E-mail		Add
<input type="text" value="01222 778899"/>				<input type="text" value="test@aol.com"/>		
Delete CTC		<input type="text" value="1"/>				
Airport FAX		Add		Delete AFAX		<input type="text" value="1"/>
<input type="text" value="Vegetarian Meal"/>						
General FAX		Add		Delete GFAX		<input type="text" value="1"/>
<input type="text" value="Baby Meal"/>						
Remarks		Add		Delete RMK		<input type="text" value="1"/>
<input type="text" value="pax advised re check in time"/>						

Enter contact data in required fields and click Add for each entry.

For Airport or General Fax select the required item from the dropdown list and click Add.

VRS Reservations System User Guide

Type in a freeflow remark for the booking, and click Add.

This is a good point to file the booking. To do this click **End & Display**. This will file the booking and return it to the screen with a PNR locator number.

Pay &Tkt

Click on **Pay&Tkt** to display the following screen

The screenshot shows the 'Pay &Tkt' screen with the following fields and controls:

- Menu: General, Flights, PAX, FAX, Pay&Tkt, Find&Edit, Lists
- Payment Method: Cash, Credit card, CC Record, Cheque
- Payment Amount: [Text Box], Currency: [Dropdown]
- CC Number: [4929111111111]
- Expiry: [Text Box], Security Code: [Text Box]
- Authorisation: [Text Box]
- Invoice Account Name: [Text Box]
- Cancel FOP: [Button], FOP No.: [1], Submit Payment: [Button]
- Refund: [Button]
- Credit Card Holder Name: [Text Box], Add: [Button]
- CC Address ie 6 High St/Wargrave/Berks Use PAX Address

To accept payment on the booking set the radio button to the required form of payment. The amount being taken will default to the full amount unless specified otherwise. Also the currency will default to the user's default currency.

If a credit card is being charged on line select Credit Card, if the card has been charged via an outside source (i.e. offline) select CC Record and add the charge authorisation number.

Once payment data has been added click Submit Payment

19. GUI for VRS Client

VRS Reservations System User Guide

Issuing Tickets

Tickets can now be issued. There are a number of ticket options.
To issue an electronic ticket (E TKT) click the appropriate button.

If you are issuing a manual paper ticket, enter the paper ticket number in the Manual Ticket Number box, and identify which pax it is for. When this has been done for all pax on the PNR, click Issue P-Ticket.

If you are printing an ATB2 coupon click the Issue P-Ticket button, and then Print ATB2 Coupon button.

Ticket Options		Receipt	
Issue E-Ticket	VOID Tickets	E mail Receipt	
Issue P-Ticket		Display Receipt	
Print ATB2 Coupon		Print Receipt	
Manual Ticket Number	Add		
<input type="text"/>		Pax	<input type="text"/>
Delete FAX	1	Ticket Printer Workstation	
Assign Ticket Printer			<input type="text"/>

Once tickets have been issued an email receipt can be mailed to the passenger by clicking the Email Receipt button.

Assign Ticket Printer

Text to be added.

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Find & Edit

Existing bookings that need to be amended are located via the Find & Edit screen.

General	Flights	PAX	FAX	Pay&Tkt	Find&Edit	Lists
<p>SEARCH Name <input type="text" value="test"/></p> <p>SEARCH</p> <p>Search PAX on flights Search all PAX</p> <p>Search PNR Lines Display Locator <input type="text"/></p>						
<p>EDIT</p> <p>Delete Flight <input type="text" value="1"/> <input type="button" value="▼"/> Delete GFAQ <input type="text" value="1"/> <input type="button" value="▼"/></p> <p>Delete CTC <input type="text" value="1"/> <input type="button" value="▼"/> Delete RMK <input type="text" value="1"/> <input type="button" value="▼"/></p> <p>Delete AFAX <input type="text" value="1"/> <input type="button" value="▼"/> Delete MPS <input type="text" value="1"/> <input type="button" value="▼"/></p> <p>VOID Tickets <input type="button" value="VOID Tickets"/> Delete FOP <input type="text" value="1"/> <input type="button" value="▼"/></p>						
<p>Multi-Purpose Segments</p> <p>Pax <input type="text" value="1"/> <input type="button" value="▼"/> Currency Amount</p> <p>Change Ticket Charge <input type="text" value="1"/> <input type="button" value="▼"/> <input type="text"/></p> <p>Fare Store MPS <input type="button" value="Fare Store MPS"/> Issue MPD <input type="button" value="Issue MPD"/> Add MPD <input type="button" value="Add MPD"/></p> <p>VOID MPDs <input type="button" value="VOID MPDs"/></p> <p>Ticket Number</p> <p>Revalidate Ticket <input type="text"/></p>						

Search

If the PNR locator is known, this can be entered into the Display Locator box. If the locator is not known, the passenger name can be typed into the Search Name box. If neither is known, a word from the PNR, e.g. part of the address can be typed into the Search Name box, and then click Search PNR Lines. Results of these searches will be displayed in the blue screen. Identify the PNR you require and then type the locator on the Display Locator box to retrieve the PNR.

Edit

Once the PNR has been retrieved fields can be edited as necessary.

If data in a field needs changing, it needs to be cancelled here first and then re-entered via the relevant screen.

First identify the field type, e.g. remark, contact etc and then the field number, then click the delete button. Click the End & Display button to file the changes.

If replacement fields need adding, go to the relevant screen, add the new fields, and again click End & Display to file the changes.

Multi Purpose Segments

See chapter 9 Miscellaneous Charges for a full explanation of this scheme.

If a miscellaneous charge is to be added, for example for a change fee, first select the passenger the charge is to apply to, then select the description of the charge e.g. Change Ticket Charge. Now select the currency of the charge, currency 1 will be the users default currency, then enter the value of the charge.

Click Add MPD to append this to the booking.

Click Fare Store MPS to add this charge to the existing total on the booking.

Before clicking Issue MPD you may need to return to the Pay& Tkt area to take extra payment

If MPDs are to be cancelled they need to be revalidated first. The MPD number needs to be entered in full in the box, including the coupon number, e.g.

GX 2000000014/01 (GX = your airline prefix must be followed by 2 spaces)

VRS Reservations System User Guide

LISTS

Click on the Lists button for the following screen.

< April 2004 >							Flight Number	Flight Date
Sun	Mon	Tue	Wed	Thu	Fri	Sat	<input type="text" value="qm1112"/>	<input type="text" value="02may"/>
<u>28</u>	<u>29</u>	<u>30</u>	<u>31</u>	<u>1</u>	<u>2</u>	<u>3</u>	Depart	<input type="checkbox"/> Include Depart
4	5	6	7	8	9	10	<input type="text" value="Birmingham"/>	<input type="checkbox"/> Include Arrive
<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	Arrive	<input type="checkbox"/> Include Arrive
<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>	<input type="text" value="Birmingham"/>	
<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>1</u>	<input type="button" value="Availability"/>	
2	3	4	5	6	7	8		

Filter PAX starting with

List Printer Workstation Print List

A variety of different lists can be viewed depending on the information required. To view a flight list, type the flight number into the box, and click on the calendar to select the flight date then click on the required list type. If the list is longer than 1 page click the Up/Down buttons to navigate through the list.

For a description of list types see chapter 7.

19. GUI for VRS Client**VRS Reservations System User Guide****Availability**

Flight availability can be viewed from this screen by selecting the travel date from the calendar, and selecting the departure and arrival cities from the dropdown lists.

FLIGHTS Screen – supplementary information

Return AV

AV & Fare

Return AV – Leave the check on this if you use the option of book flights and then fare quote.

*AV & Fare – Leave the check on this if you require an availability display with the lowest one way fare option.

* If this option is used click the Store AV Fare button in place of Fare Quote(3) and Fare Store(5)

Fare Store with PAX

Remove PAX

Fare Store with Pax – If you have an enquiry for a fare and do not wish to take the passengers names, click this button instead of PAX(4) and dummy names will be added to the PNR.

Remove PAX – If the enquiry then proceeds to a booking click this button to remove the dummy pax name. It will then be necessary to input the real names and requote the fare.

Fare Quote + ISI

Fare Quote + ISI – When a fare is quoted the system will quote is the users default currency and default city. If any of these are to be overridden, select other cities from the dropdown lists and click this button for the refined quote.

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Sale Codes – The default sell code for booking seats on a flight is NN. If you wish to build an 'open' segment select QQ from the dropdown list.

If you have the authority to oversell a full flight then select the sell code OB from the dropdown list.

19. GUI for VRS Client

VRS Reservations System User Guide

Description of PNR data

```

1. 1VVVVV/VVMR
1 GM 0002 C FR 21MAY04BHX BTS HK1 1930 2230 CAB C
2 GM 0003 C FR 21MAY04BTS ATQ HK1 2359 0500+ CAB C
3 GM 0004 C SA 29MAY04ATQ BTS HK1 2230 0300+ CAB C
4 GM 0005 C SU 30MAY04BTS BHX HK1 0430 0530 CAB C
01 CTCA 123 HIGH STREET/HENLEY/OXON/AA1 234/UK
02 CTCH 01234 556677
03 CTCE test@videcom.com
01 AFXS VGML
FARE QUOTE -CCRT *GBP650.00 C/645.00+5.00/.00+.00/.00+.00/.00+.00 [SITI
01 FQ01 *GBP650.00/645.00+5.00#CCRT [SITI 950]
02 FQ02 *GBP.00/.00+.00 [SITI ]
03 FQ03 *GBP.00/.00+.00 [SITI ]
04 FQ04 *GBP.00/.00+.00 [SITI ]
FQC 1 GBP 650.00 /645.00+5.00/0.00+0.00/0.00+0.00/0.00+0.00
Total GBP 650.00
01 FOP MMM GBP 650.00 06MAY
TICKET ISSUED GM 2300000842/01 ETKT 1 VVVVV/VVMR
TICKET ISSUED GM 2300000842/02 ETKT 1 VVVVV/VVMR
TICKET ISSUED GM 2300000842/03 ETKT 1 VVVVV/VVMR
TICKET ISSUED GM 2300000842/04 ETKT 1 VVVVV/VVMR
01 RMKS PAX ADVD RE BAGGAGE ALLOWANCE
02 RMKS PAX ADVD RE CANCELLATION FEE
BHXGM AAAOKT/TRA001/BHX/GM//GBP/SU 04/05/2004 13:53:09
AAAOKT

```

- CTC Contact fields
- AFX Airport data (here showing vegetarian meal)
- FQC 1 Fare quote calculation for passenger 1

- Total Total due on PNR for all pax
- FOP Form of Payment, here MMM = cash
- RMKS Remarks fields for freeflow comments
- AAAOKT PNR locator (booking reference number)

VRS Reservations System User Guide**20. VRS PROMPT LIST****Transaction Summary**

*N47ABC - Display PNR

*[N47ABC] - Display PNR with locator from another CRS

.3HK - change status of segment to HK/confirmed

.3/X - set transit flag for segment 3, PAX cant stop at destination

.3/S - clear transit flag for segment 3

-2Smith/BobMr/AnneMiss.ch09 - 2 pax, Adult + child of 9

-12Smith/Bob* - Groups/Incomplete name items terminate with *

-1Smith/amr.ch[UK.123456789] including passport details (single pax only)

-12@ - Cancel name item 12, FAX for these pax are also removed

0BS017Y06SEPPZEISCNN1 - Sell Direct

0BS017Y06SEPPZEISCLL1 - Sell Direct wait list segment

0BS017Y06SEPPZEISCOB1 - Sell Direct overbook segment

0BS017Y06SEPPZEISCQQ1 - Sell Direct open segment

3FVIP - General FAX

3X1 - Delete General FAX number 1

4-2FWCHR - Airport FAX for passenger 2

4-2S1FRQST2B - Allocate seat 2B for pax 2 on segment 1

4X2 - Delete Airport FAX number 2

5-2*2Hello - Remarks for passenger 2

5**Hello - Remarks followed by sine info

5X2 - Delete RMKS number 2

7-1*CNCL25 - Enter Multipurpose charge segment for cancellation, PAX 1

7-1=2FVGML - Preset Product MPS charge pax 1 segment 2 baggage

7-1=2FVGMLEUR - Product MPS in a particular currency

7-1=2*XSBGEUR50 Freeflow - MPS charge pax 1 segment 2 baggage with comment

7X1 - delete multi-purpose segment

8/LHR123/1230/14APR - Tkt time limit will Q to LHR,123 at 1230 on April 14

8/LHR123/1230/14APR - Tkt time limit will Q to LHR,123 at 1230 on April 14

8/LHR/1230/14APR - Time limit will Q to LHR, configured Q No. at 1230 April 14

8/14APR - Time limit will Q to agent default City, configured No,time April 14

8X - Cancel time limit - following E end transaction

9-2T*123456789EXEC TRAVEL travel agency pax 2

9H*123456789 Home

9B*123456789Videcom Business

9P*123456789 mobile other phone

20. VRS PROMPT LIST**VRS Reservations System User Guide**

9-14A*12 cherry St/London/UK Address for pax 14
 9C*12 cherry St/London/UK Address for CC if not as 9A
 9E*sales@videcom.com e-mail address for receipt sent by EZRE
 9X2 delete CTC 2
 *R - display current PNR in AAA
 *ABC123 - display stored PNR
 *[1A/ABC123] - display PNR sent from another CRS/GDS
 *12 - display PNR from a list
 *C - display Tax charges for this PNR
 *F-1 - display fare calculation details for passenger 1
 *H - display PNR editing history
 *H/D - display PNR editing history without time information
 *I8U901/12AUG - display flight inventory history
 *T - display ticket information for this PNR
 *S - display payment information for this PNR
 A01SEPLHRKIN - Availability
 A01SEPLHR\$\$\$ - Availability to all cities from LHR
 A01SEPLHRKIN-FLTIP:3,Y - Availability + lowest fare in currency of TIP in cabin Y for
 A01SEPLHRKIN-FLTIP:3,Y-LHR*CDG - Availability + lowest fare sold in LHR and ticketed
 A01SEPLHRKIN-FLTIP:3,Y-LHR*CDG=S - Availability Option + lowest searching Single or R
 A01SEPLHRKIN-FLTIP:3,Y-LHR*CDG=S[OWPremium] - Availability Option + lowest searching
 A01SEPLHRKIN-FFTIP:3,Y/YLOW - Availability in currency of TIP in cabin Y for 3 pax, s
 AB - Reverse city pair from previous availability
 AB2 - Reverse city pair from previous availability +2 days
 BSIA1111ZZ/GS - Sine On
 BSO - Sine Off
 CBBS1234/01SEP - Checked PAX && Baggage Manifest
 CTBS1234/01SEP - Ticketed PAX List
 CMBS1234/01SEP - Checked PAX List
 D2/3/12/ - Divide passengers 2,3,12 to new PNR
 E - Store current PNR/changes and initialise AAA
 E*R - Store current PNR/changes and display/retain PNR in AAA
 EMT*R - Issue E Ticket for all MPD segments, retain PNR in AAA
 EZA - Print ATB2 tickets for the PNR in the AAA

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EZA2 - Print ATB2 tickets for pax 2 only
EZA2/5/7/ - Print ATB2 tickets for pax 2,5 & 7 only
EZL - Batch Lift all unlifted E Tickets in the PNR
EZT - Issue E Ticket for all pax all segments
EZT*R - Issue E Ticket for all pax all segments, retain PNR in AAA
EZR - Print receipts for all pax in the PNR
EZR3 - Print receipts pax 3 only
EZRE - Send e-mail receipt to e-mail address in CTCE field
EZRE/EN - Send e-mail with optional language request
EZRC/SP - Counter Receipt with optional language request
EZRP/EN - Display Receipt in Browser
EZRD/EN - Print Receipt
EZRW/EN - Print Receipt with Windows Print Box
EZRP - Print receipts for all pax, Payment 'Pre-Paid'
EZRT - Print receipts for all pax, Payment 'Travel Agent'
EZ3 - Check passenger 3 from CT list and mark ticket as used
EZ3F-2/25 - Check passenger 3 (MFCI) with 2 bags, total checked weight 25
EZX3 - Offload passenger 3 and any baggage, revalidate ticket
EZV/BS 200000002401/01 - ReValidate/Offload MPD/Ticket
EZV* - VOID/Cancel all tickets in the PNR
EMV* - VOID/Cancel all MPD tickets in the PNR
EZV000 0000017923/02 - VOID/Cancel specific ticket coupon
FB
FD- Fare quote for airline in house use only.
FE - Display Endorsements applicable to current PNR
FE*1 - Display Endorsements for fare quote line 1 of current PNR
FE245 - Display Endorsements applicable to Fare 245
FG - Fare Quote for all HK segs, best buy
FG/CDG - Quote in currency of city CDG, sale/ticketing - agent default
FG/CDG-LHR*TIP - currency of city CDG, sale LHR, ticketing TIP
FG[LHRT,CDG:2,Y/14APR,05NOV] - including itinerary to quote in the form City + Class,Q
FG/CDG-LHR*TIP[LHRT,CDG:2,Y/14APR] - subsequent dates of travel default to start of tr
FN - Display fare rules applicable to current PNR
FN*1 - Display fare rules for fare quote line 1 of current PNR
FN245 - Display fare rules applicable to Fare 245
FP - Display Products
FQ - Fare Quote for all HK segments

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FQL - Fare Quote for all HK + HL segments
 FQMGBP65.00 Y/32.50/32.50 - Manual Quote, include price for each segment
 FS2 - Fare Store Line 2 of fare quote display
 FS2-P - Store Line 2 following FG with itinerary
 FSL - Fare Store quote by segment
 FSM - Fare Store MPS segments
 FV - Fare Quote including Private Fares
 FX - Cancel Fare Quote
 F/TOutoperator
 F/TItourID
 I - Ignore current PNR/changes and initialise AAA
 LCBS1234/01SEP - List Complete
 LCBS1234/01SEPPZEISC - List filtered by city pair PZE-ISC
 LCBS1234/01SEP-D - List including Dog Fax DOGL & DOGS
 LCBS1234/01SEP-F - List with APFAX against lead PAX
 LCBS1234/01SEP~ - Direct list to printer rather than screen
 LFBS1234/01SEP - List FAX for a particular flight
 LIBS1234/01SEP - List Inbound Connections
 LPBS1234/01SEP - Generate PNL
 LOBS1234/01SEP - List Outbound Connections
 LSBS1234/01SEP - Display Seatplan
 LTBS1234/01SEP - List with Tour details
 LXBS1234/01SEP-J - List filtered by pax names starting with J
 MC100.00-123456/4929784514214**0995 - FOP credit card, - authorisation, /card
 No. **ex
 MK100.00/4929784514214**0995 - CC auto verification & payment,
 MK100.00/4929784514214**0995:A Smith#1&123 - :Name #1 Switch Issue No
 MK100.00/4929784514214**0995&123 - &Card Security No. from rear of card RHS
 M3M100.00 - FOP Cash GBP100 for pax 3
 MI-SunTours01 - FOP Invoice followed by account reference
 MM - FOP Cash Total Amount
 M1M - FOP Cash Total Amount for pax 1
 MP - FOP PPP for paper tickets Total Amount
 MQ - FOP Cheque
 MX3 - Cancel FOP line 3 from PNR, FOP line & cancellation retained in sales report
 N12Q2 - Sell from availability 12 seats, class Q from line 2
 N4Y2/L - Waitlist 2 economy seats from line 2
 QCA - Queue status report
 QEP/LHR/123 - Place PNR on Queue P/LHR/123

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QEM/LHR/123 - Place Message on Queue M/LHR/123
QES/LHR/123 - Place Supervisor Queue S/LHR/123
Q/LHR/123 - Sine on to work Queue P/LHR/123 - E to move to next item
QM/LHR/123 - Sine on to work Queue M/LHR/123
QS/LHR/123 - Sine on to work Queue S/LHR/123
QRP/LHR/123 - Remove item from Queue P/LHR/123
QRM/LHR/123 - Remove item from Queue M/LHR/123
QRS/LHR/123 - Remove item from Queue S/LHR/123
QX - Sine Off Queue Activity
OBS017Y06SEPPZEISCNN1 - Sell Direct
RC-34891290832**0202 - Refund Credit card, include card number and expiry
RI - Refund Invoice
R2S3/4/M25 - Refund 25 Cash, cancel ETKT for pax 2 segments 3 && 4
RQ - Refund Cheque
S*Smith-12AUG - Search for passengers on flights after 12 AUG
S*Smith/12AUG - Search for passengers on flights after 12 AUG
S*Smith/TMr/12AUG - Search for passenger Smith/tmr on flights after 12 AUG
S*Smith - Search for passengers on flights beginning with Smith
SLdelay - Search All PNR lines for the word 'delay' default starts 45 days before toda
SLdelay/12Aug2001 - Search All PNR lines for the word 'delay' after 12 aug 2001
SPSmith - Search all passengers beginning with Smith
ZM/Hello Everybody - broadcast an unsolicited message to all users
ZPLmyprinter - Assign List printer workstation to this session
ZPTmyprinter - Assign Ticket printer workstation to this session
ZRates - Update Exchange rates and CC details
ZRates/Fares - Update Exchange rates, CC details and fare taxes
ZUSER - display session information

*

Ticket Status Codes

ETKT - Valid E Ticket
PTKT - Valid Paper ticket (electronic record)
ELFT - Invalid Lifted/used E Ticket
PLFT - Invalid Lifted/used Paper Ticket - collect coupon !
ESSS - Invalid Suspended, ETKT change requires additional payment
PSSS - Invalid Suspended, PTKT change requires additional payment
ELRX - Invalid Refunded & Cancelled, ETKT
PLRX - Invalid Refunded & Cancelled, PTKT
ETKU - Valid Upgraded, ETKT
PTKU - Valid Upgraded, PTKT

20. VRS PROMPT LIST**VRS Reservations System User Guide**

ETKD - Valid Downgraded, ETKT

PTKD - Valid Downgraded, PTKT

Form of Payment Status Codes

MMM - Cash FOP

CCC - Credit Card FOP

MMR - Cash Refund

CCX - Credit Card FOP cancellation

Day Offset Indicators

0130\ -3 days

0130< -2 days

0130- -1 day

0130 same day

0130+ +1 day

0130> +2 days

0130/ +3 days

Symbols in availability indicate qty of days beyond the actual flight start date. The dates shown are local

Symbols in the PNR itinerary indicate the difference between the flight date shown and the dates of departure and arrival.

Supported APFAX & GFAX

AVIH - SSR Animal in Hold

BBML - SSR Baby Meal

BLND - SSR Blind Passenger

BSCT - SSR

CHD - OSI

CHML - SSR

COUR - OSI

CTCA - OSI

CTCB - OSI

CTCH - OSI

CTCT - OSI

DAPO - OSI

DBML - SSR

DEAF - SSR

DBML - SSR

DEPO - OSI

DIPB - SSR

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DOGL - SSR Large Dog
DOGS - SSR Small Dog
EXST - SSR
FQTV - SSR
FPML - SSR
FRAV - SSR
HNML - SSR
FRAV - SSR
INAD - OSI
INCS - OSI
INF - OSI
KSML - SSR
MAAS - SSR
MEDA - SSR
MOML - SSR
NSML - SSR
OTHS - OSI
PETC - SSR Pet in Cabin
PSPT - SSR Passport
RQST - SSR
SEMN - OSI
SPML - SSR
STCR - SSR
STF - SSR
TCP - SSR
TWOV - SSR
UMNR - SSR
VIP - OSI
VGML - SSR
WCHR - SSR
WCHS - SSR
WCHC - SSR
XDHC - SSR Deadhead Crew
FAX in PNR
GFXO - general fax OSI
GFXS - general fax SSR
AFXO - Airport fax OSI
AFXS - Airport fax SSR
AFXS-12 - Airport fax SSR relating to pax 12

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AF01-12 - Airport fax SSR relating to pax 12, segment 1

Miscellaneous Charge Codes

CNCL - Cancellation Charge

XSBG - Excess baggage

XBAG - Excess baggage

XCH