USER MANUAL:
RESOURCE AND SALES MANAGEMENT PROCESSES
IN SIRENA AUTOMATED SYSTEM

Graphical Terminal

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CONTENTS

1   Introduction

Sirena-2000 automated system (Sirena AS) is a software package designed for automated ticket sales and seat availability (resource) management.

As most of its equivalents, Sirena AS has the Client-Server structure, which allows addressing all mattes typical for such systems in the manner that is convenient for the developer and the user. The system's specific features are as follows:

- The system includes one or more servers that feature data bases containing seat availability information for specific flights.

- Using the Sirena network or Internet connection, the servers may be accessed immediately by several thousand or even several dozen thousand consoles that are geographically distributed and located at a remote distance from each other and from the servers and software support centers. A terminal emulator program is installed on each user workplace that allows an operator to work with the database on the server.

- One important note to make is that software is being improved and upgraded all the time as an essential element of our ever-changing reality.

Sirena AS has the following functionality:

- Air tickets merchandize

- Ticket sales and printout

- Ticket booking (sale with follow-up payment)

- Acquisition of information on flight schedules and availability of seats on raids based on specified parameters (see **Ошибка! Источник ссылки не найден.**)

- Resource (seat availability) management

- Creation and editing of navigation periods and resource definition periods for flights (see 0)

- Raids creation, raids management (see 0)

- Management of access to sale and management of resources for airlines, agencies, individual operators and consoles (see **Ошибка! Источник ссылки не найден.**)

- System cards editing (see **Ошибка! Источник ссылки не найден.**)

- Tariff data handling (see **Ошибка! Источник ссылки не найден.**)

- Reports generation and statistics processing (see **Ошибка! Источник ссылки не найден.**)

- Archive management (see **Ошибка! Источник ссылки не найден.**)

The system can be used with both graphical and alphanumeric terminal emulators. Graphical terminal is more user-friendly, as its interface resembles the interface of many popular applications.

2   Getting started

2.1   System logon. System messages

Terminal launch and user logon procedure is described in the graphical terminal manual.

Upon completion of user logon procedure, the system will display a "Message" window with information for the user. An example of such system message is shown in Fig. 2.1.
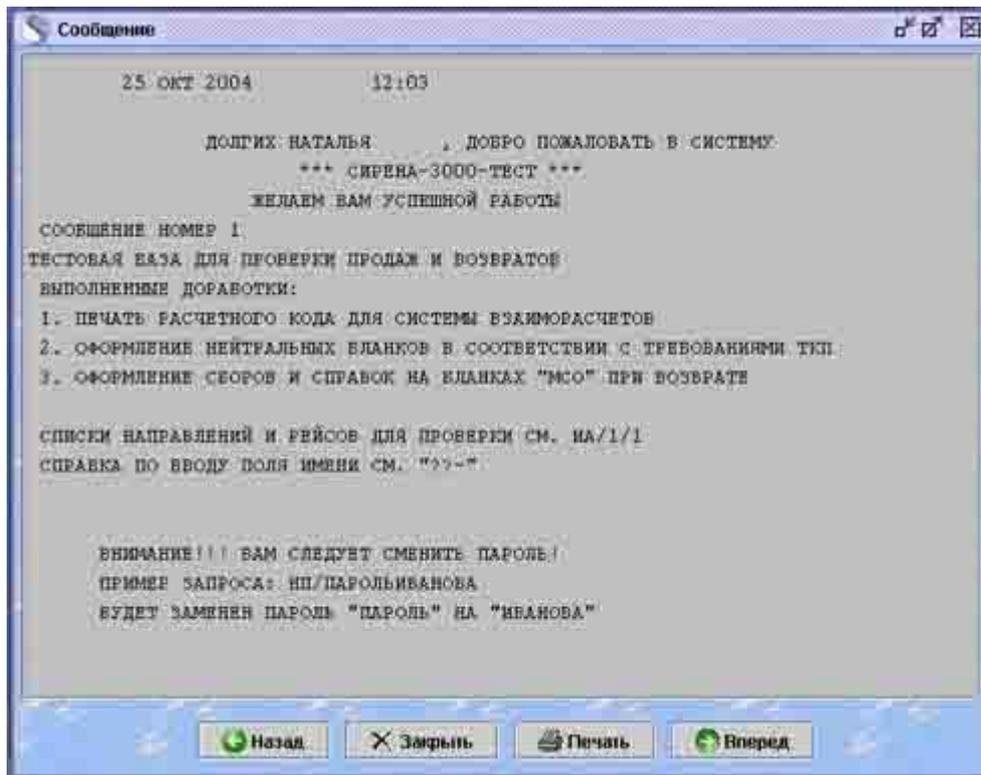
Fig. 2.1 – "System messages" window

To scroll messages, use the **"Next"** and **"Back"** buttons.

When you close the system message window, the system will open a "Task list" window. The description of task list is provided in Clause **Ошибка! Источник ссылки не найден.**.

2.2   Task list

"Task list" window (Fig. 2.2) will appear upon completion of terminal launch and user

logon procedures. You may also open the task list window by clicking the ![icon] icon.
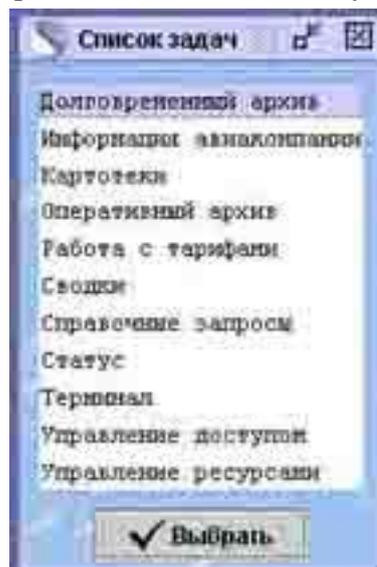
Fig. 2.2 – "Task list" window

The task list may include a variety of entries depending on the access permissions assigned to a specific user. Fig. 2.2 shows the task list for the administrator.

To select a task, double-click on the task with the mouse cursor or single-click on the desired task line and then press **"Enter"** or click **"Select"** on the screen.

Sirena automated system features the following tasks:

Long-term archive	Browse archive for the specified flight based on user-defined restrictions (see 9.2)
Airline information	Browse and edit airline information (see **Ошибка! Источник ссылки не найден.**)
Catalogs	Manage catalogs used by the terminal – data input, editing and browsing (see **Ошибка! Источник ссылки не найден.**)
Revenue management	Browse information on the expected revenue and performance of agency or airline operators (see **Ошибка! Источник ссылки не найден.**)
Short-term archive	Browse operator or console archive (see **Ошибка! Источник ссылки не найден.**)
Tariffs and TAC	Tariffs management: input of tariffs and TAC (tariff application conditions), tariff information and reports (see **Ошибка! Источник ссылки не найден.**)
Mail	Browse messages sent to the operator (see **Ошибка! Источник ссылки не найден.**)
Summaries	Browse system status and performance summaries (see **Ошибка! Источник ссылки не найден.**)
Information requests	Information on flight schedule and seat availability (see **Ошибка! Источник ссылки не найден.**)
Status	Information on current operator activity (see 2.3)
Tariffs and TAC	Input and edit information on tariffs and tariff application conditions – TAC (see **Ошибка! Источник ссылки не найден.**)
Terminal	Access the text terminal emulator (see 12)
Access management	Manage access to resource and ticket sales management processes (see **Ошибка! Источник ссылки не найден.**)
Resource management	Flight resource management – input and edit information on navigation periods, define resources, etc. (see 0)

Each task will be addressed in detail in the corresponding sections below.

2.3 Operator status (Me? request)

Operator may request the system to display a message on such operator's activities within the system – the so-called current result. A cashier may request the current result information repeatedly during the work day.

To show the current result information, select "Status" in the task list window. An "Operator status" window will pop up, as shown in the example in Fig. 2.3.
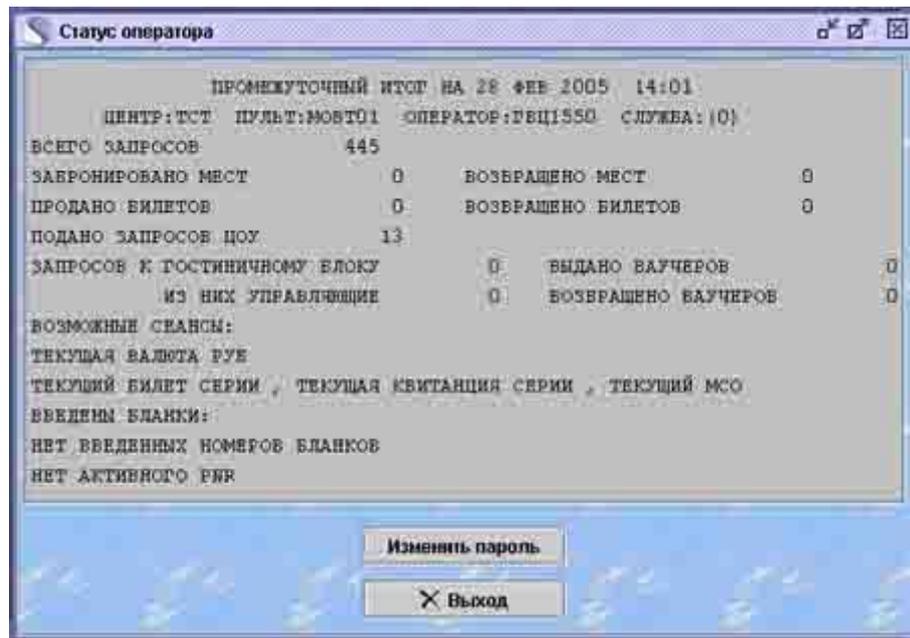
Fig. 2.3

This window contains information on the operator and the details of such operator's activities (scope and types of operations completed from system logon until now), as well as information on the currently used blank forms and current PNR.

Password change (NP request)

Where necessary, the operator may change the password used to log into the terminal. To change the password, press the **"Change password"** button in the "Operator status" window. In the dialog window that appears on the screen, enter the current password and the new password in the corresponding boxes. Then type the new password once again in the **Confirm password** box. Press the **"Change password"** button to update the operator password.

Caution! Mind the following when changing your password and using it to log into the system. Operator has one password to access the text terminal and the graphical terminal. The password is language- and case-sensitive, and the system will check these parameters. In the text terminal, only upper-case letters must be used in the password. If you type the password in lower-case letters, the text terminal will deny access.

3   Catalogs management

Catalogs represent a set of descriptions of auxiliary elements used by the processes of creation, management and sale of seats. Catalogs are populated by planners with corresponding access permissions.

Information on each individual catalog is stored in special charts that an operator cannot see when working with the application. These charts are displayed with the help of a special interface technique – the cards. The graphical terminal manual describes how to use the cards.

To start work with the catalogs, select "Catalogs" in the task list. A "Select card" window (Fig. 3.1) will appear listing the names of all available catalogs.
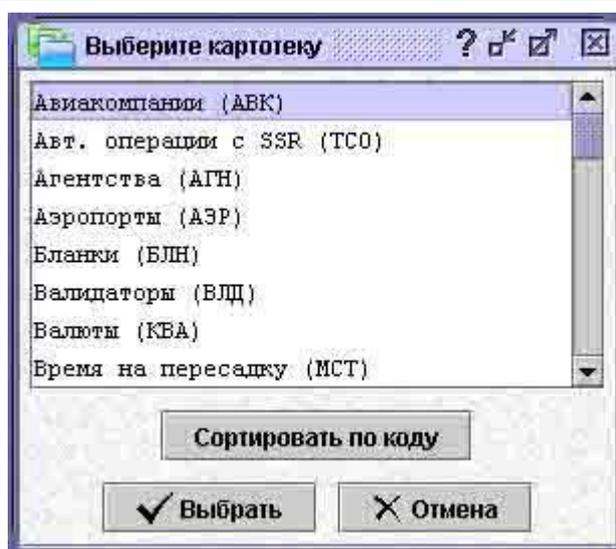
Fig. 3.1 – Catalog selection window

The list of catalogs features the name and code for each catalog. Catalog codes are used in the text terminal to identity catalogs in the operator's request to the system. The subject list is not exhaustive and does not include all the catalogs used in Sirena AS. Some catalogs can be opened in the "Access management" feature (see **Ошибка! Источник ссылки не найден.**); others will only be available when you work with the flight resources (see 0).

The catalogs list appears in alphabetical order based on the names of catalogs. You may change the order of appearance and sort catalogs by their codes using the **"Sort by code"** button. Click the same button again to return to the original sorting order.

Use the "Catalogs" entry of the task list to access the following catalogs:

Airline (ARL)	List of airlines whose tickets are sold using Sirena system (clause **Ошибка! Источник ссылки не найден.**)
Auto SSR Operations (TSO)	List of SSR codes for each airline with automatic confirmation of rejection criteria (clause 3.3)
Agencies (AGN)	List of agencies that book seats and sell tickets using Sirena system (clause 3.4)
Airports (ARP)	List of airports that use Sirena system in their operations (clause **Ошибка! Источник ссылки не найден.**)
Blanks (BLN)	List of ticket blank types that are used in Sirena system (clause 3.6)
Currencies (CRN)	List of currencies that are used in Sirena system (clause **Ошибка! Источник ссылки не найден.**)
Connection Time (CTM)	Information on the time of travel between two airports located in one city (clause **Ошибка! Источник ссылки не найден.**)
Geozones (GZN)	List of geographic zones specified in tariff information (clause **Ошибка! Источник ссылки не найден.**)
Cities (SFE)	List of cities on the flight route – departure, arrival, stopover (clause **Ошибка! Источник ссылки не найден.**)

Countries (CNT)	List of countries to which the airline flies (clause **Ошибка! Источник ссылки не найден.**)
Passenger Documents (DOC)	List of documents required to buy a ticket (clause **Ошибка! Источник ссылки не найден.**)
Delivery (DLV)	List of departments that deliver air tickets (clause **Ошибка! Источник ссылки не найден.**)
SAL (SAL)	List of airlines that allow selling tickets for their flights against PTA (clause **Ошибка! Источник ссылки не найден.**)
SAG (SAG)	List of agencies that are allowed to sell tickets against PTA (clause **Ошибка! Источник ссылки не найден.**)
Passenger Categories (PCT)	List of passenger categories eligible for ticket discounts (clause 3.20)
Base Tariff Display Codes (TDC)	List of base tariff codes displayed on automated booking system screens (clause **Ошибка! Источник ссылки не найден.**)
Special Booking Codes (SBC)	List of special booking types (clause **Ошибка! Источник ссылки не найден.**)
Report Page Codes (RPT)	List of key words and related codes used to open report window in the text terminal (clause **Ошибка! Источник ссылки не найден.**)
Insurance Type Codes (ITC)	List of insurance types (clause **Ошибка! Источник ссылки не найден.**)
Tariff Type Codes (TTC)	List of tariff types (clause **Ошибка! Источник ссылки не найден.**)
Route (RTE)	Information on the routes published by carriers (clause 0)
Baggage Rate (BGR)	Free-of-charge baggage weight (clause **Ошибка! Источник ссылки не найден.**)
Route Description (RTD)	List of travel route segments (clause **Ошибка! Источник ссылки не найден.**)
Offices (OFC)	List of offices with consoles running Sirena system (clause **Ошибка! Источник ссылки не найден.**)
Airline Payment Cards (APC)	List of payment cards accepted by the airline (clause **Ошибка! Источник ссылки не найден.**)
Mail (CML)	Messages catalog for Sirena system users (clause **Ошибка! Источник ссылки не найден.**)
Sections (SCT)	List of types of documents that may be lost and whose use must be monitored (clause **Ошибка! Источник ссылки не найден.**)
Regions (RGN)	List of regions where airports, agencies and offices are located (clause **Ошибка! Источник ссылки не найден.**)
Charges (CHR)	List of charges added to ticket price (clause **Ошибка!**

	Источник ссылки не найден.)
Services (SRV)	List of services working with the system (clause **Ошибка! Источник ссылки не найден.**)
Route Carriage Agreements (RCA)	List of route carriage agreements concluded by airlines to permit use of their ticket blanks by other airlines (clause **Ошибка! Источник ссылки не найден.**)
Ticket Stocks (TCS)	List of ticket blank stocks used (clause **Ошибка! Источник ссылки не найден.**)
Connecting Routes (CRT)	List of connecting routes made up of several (max. 4) segments that may be flights of different airlines (clause 3.32)
Route Carriage Tariffs (RTC)	Tariff details for M2 agreement (clause 3.18)
Aircraft Types (ACT)	List of the types of aircraft used in passenger services, for booking with seat numbers (clause **Ошибка! Источник ссылки не найден.**)
Vehicle Types (VLT)	List of the types of vehicles used in transport services (clause **Ошибка! Источник ссылки не найден.**)
Baggage types (BGT)	List of passenger baggage types (clause **Ошибка! Источник ссылки не найден.**)
Types of Weekdays / Time of Day (WDT)	List of weekday and time of day types – used for tariff information management (clause 3.39)
Check-in Types (CIT)	List of passenger check-in types (clause **Ошибка! Источник ссылки не найден.**)
Season Types (SNT)	List of season types – used for tariff information management (clause **Ошибка! Источник ссылки не найден.**)
Flight Management (FLM)	Catalog containing the list of airlines and agencies that have permission to manage flights of a certain airline (clause **Ошибка! Источник ссылки не найден.**)
Lost Tickets (LTK)	List of lost documents whose use must be monitored (clause **Ошибка! Источник ссылки не найден.**)
Multi-Sector Flight Participants (MFP)	List of airlines that entered the M1 agreement (clause **Ошибка! Источник ссылки не найден.**)
Federal Districts (FDD)	List of federal districts (clause **Ошибка! Источник ссылки не найден.**)
Firms (FRM)	List of firms and companies that use ticket deliver services (clause **Ошибка! Источник ссылки не найден.**)
Forms of Payment (FOP)	List of the forms of payment acceptable for ticket purchase (clause **Ошибка! Источник ссылки не найден.**)
Booking Centers (BKC)	Catalog of additional information on the pairs of cities that are points of departure and arrival for a specific flight (clause **Ошибка! Источник ссылки не найден.**)

3.1   Catalog handling techniques

To start working with a catalog, select the desired catalog in the "Select catalog" window and click **"Select"** button. The screen will display a dialog window with all the information on the catalog from the list. See example of such dialog window in Fig. 3.2.
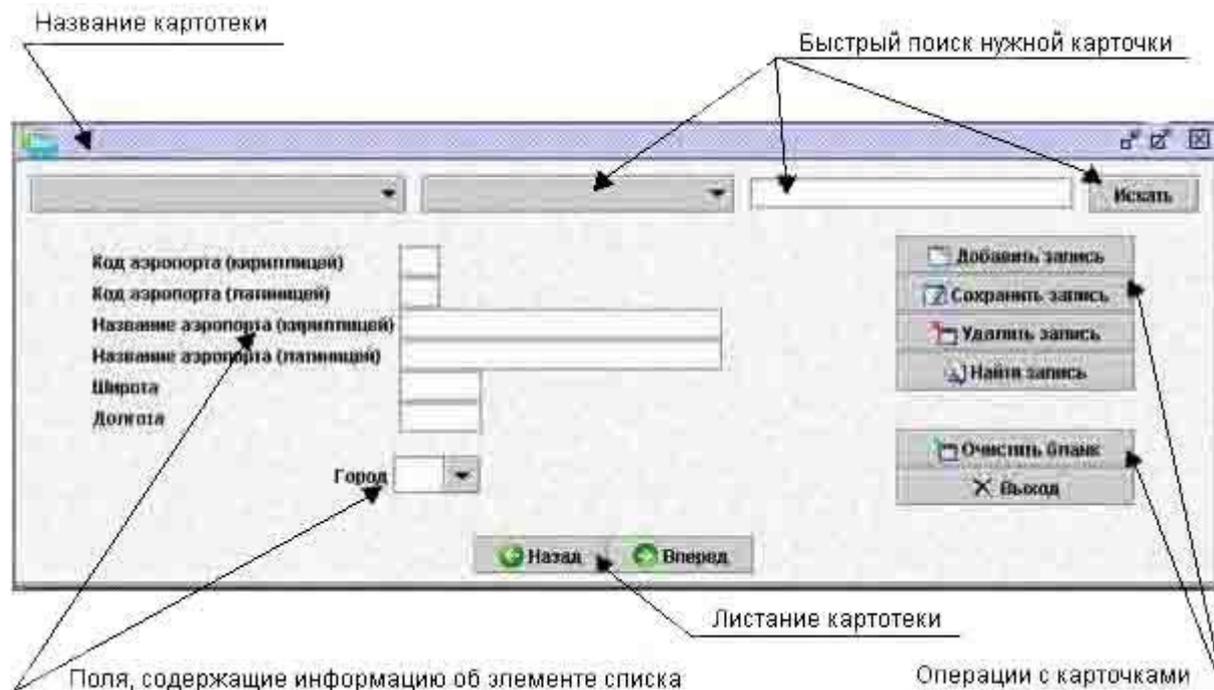
Fig. 3.2

This dialog window is designed to work with any reference file in the system. The techniques of working with all reference files are universal.

Catalog selection

You may select the desired catalog in the "Select catalog" window (Fig. 3.1). Also, when you have finished working with one catalog, you may switch to another one by selecting the name of the catalog in the dropdown list in "Catalog name" box.

Catalog scrolling

You may use **"Back"** and **"Next"** buttons to scroll through a catalog. These buttons will take you correspondingly to the previous or next card in the catalog. Another card scrolling option is to use **"F8"** (back) and **"F9"** (next) keys on the keyboard.

Quick search of catalog entry

For quick search of a specific card, use the search bar in the top right-hand corner of the dialog window. The system will search for the card against one of the key fields in the card, while they key fields have unique values.

In the dropdown list, select the name of the field to search by, enter the desired value in the search box and click **"Search"**. Enter the full value in the search bar, as the system will not find any result based on fragment value. The search engine is not case-sensitive.

If the search process is successful, the desired card or group of cards will be displayed on the screen. If the system could not find the value you entered, it will produce a prompt message: "No entries found. Try changing search parameters."

Operations with cards

You may perform different operations with cards using the buttons on the right of the screen. Description of the buttons is provided below:

Add entry	Add a new entry to the catalog

Save entry	Save changes after editing a catalog entry
Delete entry	Remove current entry from the catalog
Find entry	Find a desired entry
Clear blank	Clear card fields (current catalog entry will become invisible and will not be deleted)
Exit	Return to catalog list

Searching for a catalog entry

You may search entry by one or more fields with known values. To search for any desired card, open the catalog and clear the fields in the current card by clicking **"Clear blank"** button. Enter the details of the desired catalog entry in the corresponding fields. When the search process is completed, the system will display a list of cards in which the value of the field by which you searched is equivalent to the searched value. The search process will only be successful if you entered the complete value without mistakes. Otherwise, the search will give no results.

Adding a catalog entry

To add a new entry to a catalog, select the desired catalog and clear the fields in the current card by clicking **"Clear blank"** button. Then enter new data in the corresponding fields and click **"Add entry"** button. The new entry will be saved in the catalog.

Editing catalog entries

To edit an entry, select the corresponding catalog and find the desired entry using the search engine. After editing the entry, click **"Save entry"** button.

Deleting catalog entries

To delete an entry, first select the corresponding catalog and find the desired entry using the search engine, then click **"Delete entry"** button. When the system displays a corresponding confirmation, the entry will be deleted. Immediately after deletion, the entry will be displayed in the catalog until the user closes the card.

If you need to delete an entry with a secondary code (e.g., city code in Latin alphabet, airport code in Latin alphabet, passenger category code in Latin alphabet, etc.), first edit the card by deleting the secondary code and then delete the card.

3.2 Airlines (ARL) catalog

This catalog contains information on the airlines that operate flights with tickets sold using Sirena system. See Fig. 3.3.

Fig. 3.3 – Airlines catalog

Description of fields in the Airlines card:

Airline code (in Cyrillic alphabet) – code assigned to the airline during registration, in Cyrillic alphabet (maximum 3 characters).

Airline code (in Latin alphabet) – code assigned to the airline during registration, in Latin alphabet (maximum 3 characters).

Airline name (in Cyrillic alphabet) – full name of the airline in Cyrillic alphabet.

Airline short name (in Cyrillic alphabet) – short name of the airline in Cyrillic alphabet.

Airline name (in Latin alphabet) – name of the airline in Latin alphabet.

Base city – code of the city where the airline has its base airport (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Country – code of the country where the airline has its base airport (select from the countries catalog, see **Ошибка! Источник ссылки не найден.**).

Accounting code – code assigned to the airline during registration that is used for clearing payments (imported into the catalog from the exchange file).

Ban for ticket printout on TCH blanks – ban/permission to use Transport Clearing House blanks for printing tickets of the airline.

Publ dsct tag – tag of public discount application (placed before entry of a specific public discount in batch mode).

Prompt management – ban/permission for the airline to work with raids.

Long-term management – ban/permission for the airline to work with special booking catalogs, schedule and seat resource.

Show Latin code in references – when the check is on, reference information on the schedule, etc. will show airline code in Latin alphabet; otherwise, the code will be in Cyrillic alphabet.

3.3   Auto SSR Operations (TSO) catalog

Auto SSR operations stands for automatic confirmation/rejection of special service requests (SSR). For the list of special service codes, see Appendix (clause **Ошибка! Источник ссылки не найден.**). Each card contains a list of codes whose use is automatically confirmed or denied by the airline.

SSR codes are specified in the corresponding fields and separated by comma. Only Latin letters can be used to enter the codes. Service codes (category 0) and codes that do not require airline confirmation (category 5) must not be entered. See Fig. 3.4.

Fig. 3.4 – Automatic SSR Operations catalog window

Description of fields in the TSO Catalog card:

Airline – airline code (select from the airlines catalog, see 3.1).

Flight number – number of flight of the selected airline to which confirmation/rejection of codes will apply; applies to all flights if the flight number is not specified.

Class – subclass code; applies to all subclasses if not specified.

Chart number – number of the card (from 1 to 10 for one airline); used to search and open the desired card.

Port of departure – city code (select from cities catalog, see **Ошибка! Источник ссылки не найден.**) or airport code for multi-airport cities (select from airports catalog, see **Ошибка! Источник ссылки не найден.**) from which a flight (flight segment) departs.

Port of arrival – city code (select from cities catalog, see **Ошибка! Источник ссылки не найден.**) or airport code for multi-airport cities (select from airports catalog, see **Ошибка! Источник ссылки не найден.**) in which a flight (flight segment) arrives.

Period start – card validity period start date.

Period end – card validity period end date.

Departure time: **from** – hours before departure when card conditions take effect;

                   till – hours before departure when card conditions lose effect.

Automatic confirmation codes – a listing of SSR codes that will be automatically confirmed by the airline.

Automatic rejection codes – a listing of SSR codes that will be automatically rejected; special services will be denied.

3.4 Agencies (AGN) catalog

This catalog provides a description of all the agencies that sell tickets and book seats using Sirena system. See Fig. 3.5.

Fig. 3.5 – Agencies catalog window

Description of fields in the Agencies card:

Agency code – code of agency assigned to it during registration (5 characters).

City – code of the city where the agency is located (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Name – full name of the agency.

Short name – short name of the agency.

Address – address of the agency.

TCH certification – if checked, the agency has the TCH certification.

K95 receipt type – in the dropdown list, select one of the values:

0 – payment receipt features a total number of charges and agency name;

1 – each charge may be printed on a separate receipt with explanations of charge names;

2 – all charges are printed in one receipt with explanations of charge names.

3.5 Airports (ARP) catalog

This catalog provides a description of airports located in the cities with several airports.

Where the city has only one airport, but its code is not the same as the city code, the airport will be listed in the catalog, and the card of airport location city in the cities catalog (see **Ошибка! Источник ссылки не найден.**) will have the "multi-airport city" tag.

See Fig. 3.6.

Fig. 3.6 – Airports catalog window

Description of fields in the Airports card:

Airport code (in Cyrillic alphabet) – code assigned to the airport, in Cyrillic alphabet (3 characters).

Airport code (in Latin alphabet) – code assigned to the airport, in Latin alphabet (3 characters).

Airport name (in Cyrillic alphabet) – Airport name in Cyrillic letters.

Airport name (in Latin alphabet) – airport name in Latin letters.

Latitude – latitude coordinates of the airport.

Longitude – longitude coordinates of the airport.

Airport coordinates shall be specified in the following format: HDD.MM, where H is hemisphere (N – Northern, S – Southern, W – Western, E – Eastern), DD – degrees, and MM – minutes.

City – code of the city where the airport is located (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

3.6   Blanks (BLN) catalog

The catalog provides a description of ticket blanks and is used to verify correct input of ticket blank number. See Fig. 3.7.

Fig. 3.7 – Blanks catalog window

Description of fields in the Blanks card:

Blank code (in Cyrillic alphabet) – code of blank type in Cyrillic alphabet (maximum 3 characters).

Blank code (in Latin alphabet) – code of blank type in Latin alphabet (maximum 3 characters).

Airline – code of the blank owner airline (select from the base catalog or list of airline codes, see 3.1).

Blank series – name or designation of blank series (maximum 6 characters).

Series length – maximum number of characters in the blank series (maximum 3; first characters of the value entered in the "Blank series" field are used for printout).

Number length – maximum number of characters in the blank number.

Segments – number of route segments that can be printed out on the given blank.

Language – language (Russian or English) in which the ticket is executed on the blank (select from dropdown list).

Blank type – type of document (air ticket or receipt) that is executed on the blank (select from dropdown list).

Check sales office – if checked, the system will verify, when printing out the ticket on the blank, whether this specific sales office is authorized to print on this blank.

Check control digit – if checked, the system will verity the control digit of the blank when creating the ticket to avoid the use of counterfeit blanks.

Check agency blanks – if checked, the system will verify, when creating and printing out the ticket on the blank, if this specific agency is authorized to use blanks with the given numbers.

3.7   Currencies (CRN) catalog

The catalog includes the names and codes of currencies that can be used to pay the airline and agency services. See Fig. 3.8.

Fig. 3.8 – Currencies catalog window

Description of fields in the Currencies card:

Currency code (in Cyrillic alphabet) – code of currency in Cyrillic letters (3 characters).

Currency code (in Latin alphabet) – code of currency in Latin letters (3 characters).

Currency name (in Cyrillic alphabet) – name of currency in Cyrillic letters.

Currency name (in Latin alphabet) – name of currency in Latin letters.

Country – code of the country where the currency is used (select from the base catalog or list of country codes, see **Ошибка! Источник ссылки не найден.**).

Hard currency – hard currency tag is assigned (used for conversion when working with NUC).

Units of rounding:

For tariff – value to which the tariff is rounded (maximum 5 characters).

For charge – value to which the charge is rounded (maximum 5 characters).

In the "Units of rounding" fields, specify the rounding values multiplied by 100. For example, in case of Rubles, specify 1 if rounding to a kopeck, 10 – to tens of kopecks, 100 – to one ruble, etc.

3.8 Connection Time (CTM) catalog

The catalog provides information on how much time a passenger needs for connection between flights if the flight route includes several segments. This information is used for connecting flights. Connection time may differ depending on the departure airport for the next flight, the airline, and whether the flight is domestic or international. See Fig. 3.9.

Fig. 3.9 – Connection Time catalog window

Description of fields in the Connection Time catalog:

City – code of the city where airports of connection are located (select from the base catalog or list of city codes).

Port 1 – code of arrival airport (select from the base catalog or list of airport codes).

Port 2 – code of departure airport (select from the base catalog or list of airport codes).

Airline 1 – code of airline operating the arriving flight (select from the list of airlines; if blank, the conditions specified in the card apply to all airlines).

Airline 2 – code of airline operating the departing flight (select from the list of airlines; if blank, the conditions specified in the card apply to all airlines).

Minimum connection time:

Dm-Dm – for domestic flights (hours and minutes).

Dm-Int – for domestic and international flights (hours and minutes).

Int-Dm – for international and domestic flights (hours and minutes).

Int-Int – for international flights (hours and minutes).

3.9 Geozones (GZN) catalog

The catalog of geographic zones describes geographic zones that contain of several geographic locations, e.g., countries, cities, etc. See Fig. 3.10.
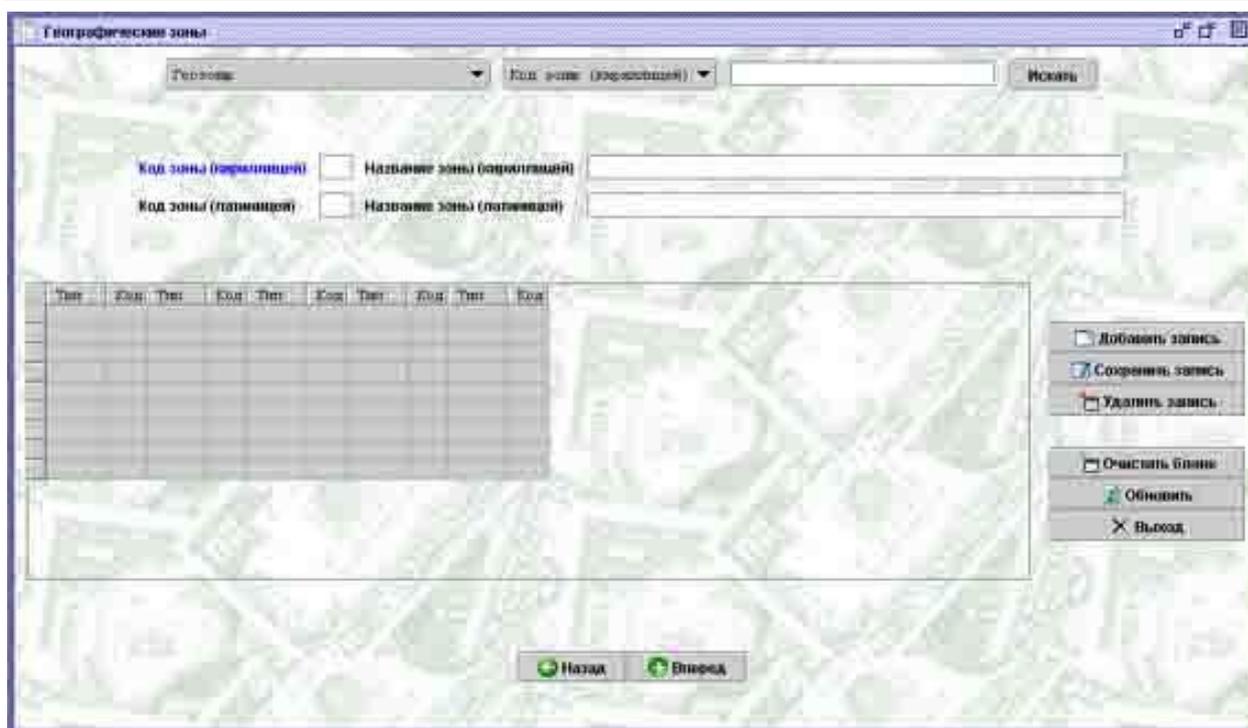
Fig. 3.10

Description of fields in the Geographic Zones card:

Zone code (in Cyrillic alphabet) – code of geographic zone in Cyrillic letters (maximum 3 characters). If this field is changed, a new card will be created, and the old card will also be saved in the system.

Zone name (in Cyrillic alphabet) – name of geographic zone in Russian.

Zone code (in Latin alphabet) – code of geographic zone in Latin letters (maximum 3 characters).

Zone name (in Latin alphabet) – name of geographic zone in English.

The largest portion of the card is taken by a table that contains the types and codes of objects located in the given geographic zone. (Operations with tables are described in detail in the graphical terminal manual.)

For each geographic object, enter the type of object in the **Type** field (select from dropdown list – city, region, federal district, or country) and, depending on the type, the code in the **Code** field (select from the corresponding catalog).

One card may contain codes of different locations (countries, cities, etc.). These codes must be identified in the corresponding catalogs. Country code must be identified in the countries catalog (see **Ошибка! Источник ссылки не найден.**), city code – in the cities catalog (see **Ошибка! Источник ссылки не найден.**), region code – in the regions catalog (see **Ошибка! Источник ссылки не найден.**), and federal district code – in the federal districts catalog (see **Ошибка! Источник ссылки не найден.**). An error message will appear if these codes are not identified in the corresponding catalogs.

There must be at least one geographic object in the table.

3.10 Cities (SFE) catalog

The catalog provides a description of cities where an airline flies to and where agencies are located. See Fig. 3.11.

Fig. 3.11 – Cities catalog window

Description of fields in the Cities card:

City code (in Cyrillic alphabet) – code of the city in Cyrillic letters (contains 3 characters, as required by designation system of the RF Department of Air Transport).

City code (in Latin alphabet) – code of the city in Latin letters (contains 3 characters, as required by IATA designation system).

City name (in Cyrillic alphabet) – name of the city in Cyrillic letters.

City name (in Latin alphabet) – name of the city in Latin letters.

Region – code of the region where the city is located (select from the base catalog or list of region codes, see **Ошибка! Источник ссылки не найден.**).

Country – code of the country where the city is located (select from the base catalog of list of country codes, see **Ошибка! Источник ссылки не найден.**).

Telegraph address – telegraph address of the city (can be used for messages sent via teletype).

Flight transfer to port time – time before flight departure when cashiers located out of the airport can no longer sell tickets for the flight (to be specified in HMM format, where 120 means 1 hour 20 minutes).

Time zone – difference between time in the city and Greenwich mean time increased by 12.

Latitude – latitude coordinates of the city.

Longitude – longitude coordinates of the city.

City coordinates shall be specified in the following format: HDD.MM, where H is hemisphere (N – Northern, S – Southern, W – Western, E – Eastern), DD – degrees, and MM – minutes.

Multi-airport – the field defines if the city has one or more airports.

3.11 Countries (CNT) catalog

The catalog contains codes and names of the countries where flight cities (points of departure and arrival) are located. See Fig. 3.12.

Fig. 3.12 – Countries catalog window

Description of fields in the Countries card:

Country code (in Cyrillic alphabet) – code of the country in Cyrillic letters (2 characters).

Country code (in Latin alphabet) – code of the country in Latin letters (2 characters).

Country name (in Cyrillic alphabet) – name of the country in Cyrillic letters.

Country name (in Latin alphabet) – name of the country in Latin letters.

Currency code – code of the currency used in the country (to be used for conversion purposes; select the value from the currencies catalog, see **Ошибка! Источник ссылки не найден.**).

CIS state – the field defines whether the country is a CIS member.

3.12 Passenger Documents (DOC) catalog

The catalog contains codes and names of passenger documents to be presented when buying a ticket. See Fig. 3.13.

Fig. 3.13

Description of fields in the Passenger Documents card:

Document code (in Cyrillic alphabet) – code of document type in Cyrillic letters (maximum 3 characters).

Document code (in Latin alphabet) – code of document type in Latin letters (maximum 3 characters).

Document name (in Cyrillic alphabet) – name of document type in Cyrillic letters.

Document name (in Latin alphabet) – name of document type in Latin letters

Privilege document – if checked, the document serves to confirm that its owner is eligible for a reduction of payment for the ticket.

3.13 Delivery (DLV) catalog

Delivery catalog contains information on the departments that delivery purchased tickets to passengers' homes. See Fig. 3.14.

Fig. 3.14

Description of fields in the Delivery card:

Delivery unit letter code – letter code of the delivery service (maximum 4 characters).

Delivery unit numeric code – numeric code of the delivery service (maximum 4 characters).

Charge code – code of delivery charge (select from charges catalog, see **Ошибка! Источник ссылки не найден.**).

Service description – comments, as appropriate (random text).

3.14 SAL (SAL) catalog

The catalog contains information on the periods of time when an airline allows selling tickets against PTA on TCH blanks. See Fig. 3.15.
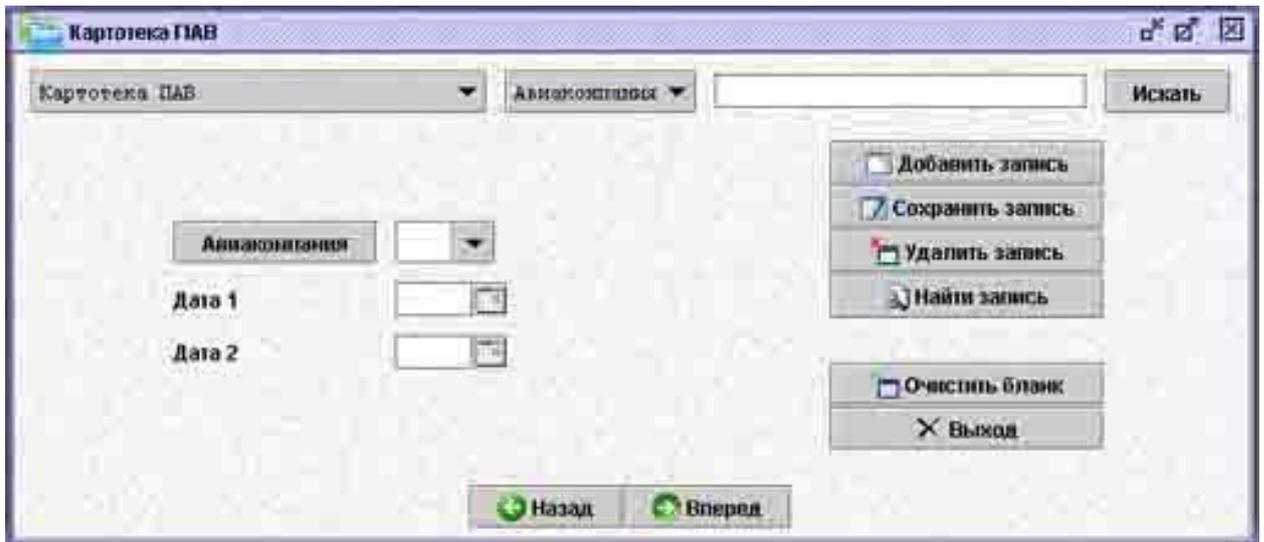
Fig. 3.15

Description of fields in the SAL card:

Airline – code of airline that allows selling tickets for its flights against PTA (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Date 1 – start of PTA sales period.

Date 2 – end of PTA sales period.

3.15 SAG (SAG) catalog

The catalog contains information on the period of time when agencies are allowed to sell tickets against PTA. See Fig. 3.16.
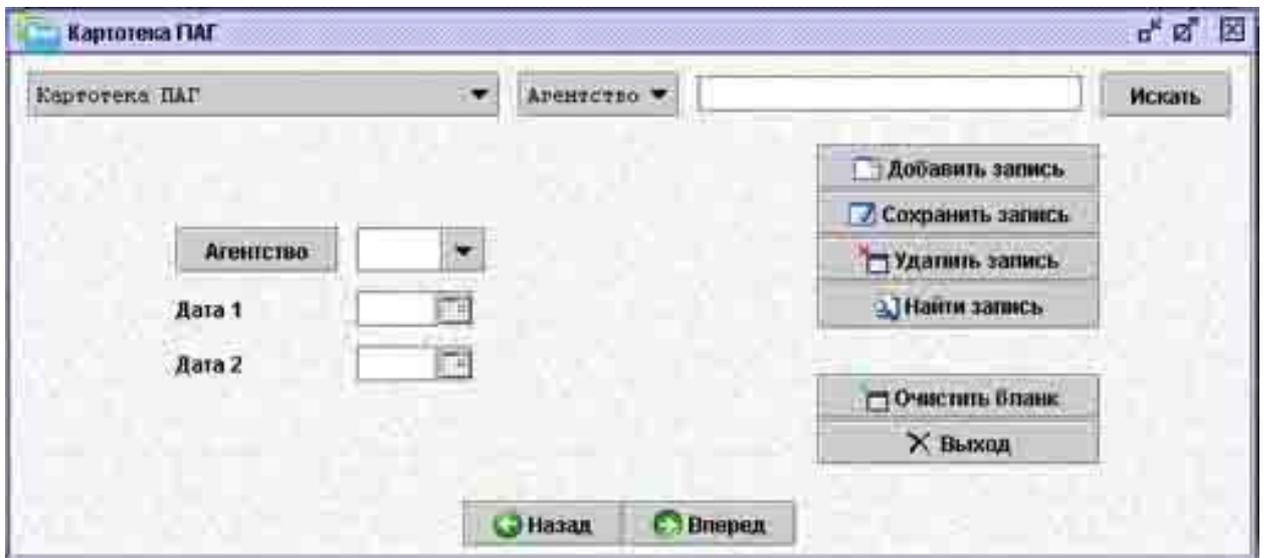
Fig. 3.16

Description of fields in the SAG card:

Agency – code of agency that is allowed to sell tickets against PTA (select from the agencies catalog, see 3.4).

Date 1 – start of PTA sales period.

Date 2 – end of PTA sales period.

3.16 Routes (RTE) catalog

The catalog contains information on the routes published by the carrier. See Fig. 3.17.

A carrier may use one route number to publish various alternatives of one route between the point of departure and point of arrival, whose difference may be in the points of stopover and the number of such points, as well as in the carriers operating in these route segments. Each alternative of the route has its unique identification number.

For a route segment classified as "interline" service, specify carrier that may operate flights in this segment. Several carriers, including the publishing carrier, may be specified for one route segment. If specific carriers are identified for a given route segment, only these specified carriers may operate flights in such route segment.

A carrier may use one route number to publish various alternatives of one route between the point of departure and point of arrival, whose difference may be in the points of stopover and the number of such points, as well as in the carriers operating in these route segments. Each alternative of the route has its unique identification number.

Fig. 3.17

Description of fields in the Routes card:

Airline – code of airline that registered the route (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Route number – number of the route (numeric value in the range of 100-9999).

Alternative – number of route alternative (numeric value in the range of 01-99).

Start date – start of route validity period.

End date – end of route validity period (optional parameter, may be the same as start date).

City1, City2… – description of the route (codes of the cities that make up the route; select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Carriers – codes of carrier airlines (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**) for the segment; maximum 6 carriers may be specified for one route segment. The field is optional; if completed, only the specified carriers may operate in the segment (should remain blank in case of self-service; must be completed in case of "interline" service, with the code of publishing carrier identified at least for one route segment).

You may change values of any field except the terminal points of the route for a published number of route alternative.

If the route validity period end date field is blank, then new values specified in the remaining fields must be indicated from the start date of the route with alternative number, point of departure and point of arrival.

3.17 Route Description (RTD) catalog

The catalog contains information on segments of any given route. Information on each segment of route is specified for the corresponding route identification number. A new card is created for each route segment. See Fig. 3.18.

Fig. 3.18

Description of fields in RTD card:

Route carriage ID – route carriage identification number (must correspond to the internal route number in TCH information system).

Segment number – number of route segment (segments of any specific route are numbered in series).

Airline – code of airline operating a flight that represents the specific route segment (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Departure city – code of departure city (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Arrival city – code of arrival city (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Managing airline – code of managing airline (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

3.18 Route Carriage Tariffs (RTC) catalog

The catalog contains information on the tariffs for the given code of M2 agreement. See Fig. 3.19.

Fig. 3.19

Description of fields in the RTC catalog:

Agreement code – code of M2 agreement (must correspond to route carriage agreement code in TCH information system).

Route carriage ID – route carriage identification number (must correspond to the internal route number in TCH information system).

Tariff code – code of tariff used for evaluation of carriage price.

Start of period – carriage period start date (current date is used if blank).

End of period – carriage period start date.

First city on route – code of the city that starts the route (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Last city on route – code of the city that ends the route (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Managing airline – code of managing airline (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

3.19 Raid Notes (RDN) catalog

The catalog contains notes that serve as additional information on raids incorporated during sale of tickets for the raids. See Fig. 3.20.

Fig. 3.20 – Raid Notes catalog window

Description of fields in the Raid Notes card:

Airline – code of airline (select from the base catalog or list of airline codes, see 3.1).

Flight number – flight number.

Flight departure date – date of raid.

Note # – number of note created (to be specified by user creating the note; will be generated automatically if not specified; each next number is greater by 1 than the current maximum number).

Text – text of note at random.

3.20 Passenger Categories (PCT) catalog

The catalog contains a description of passenger categories and is used to determine eligibility of each specific passenger to discount. See Fig. 3.21.

Fig. 3.21 – Passenger Categories catalog window

Description of fields in the Passenger Categories card:

Passenger category code (in Cyrillic alphabet) – code of passenger category in Cyrillic letters (3 characters).

Passenger category code (in Latin alphabet) – code of passenger category in Latin letters (3 characters).

Passenger category name (in Cyrillic alphabet) – name of passenger category in Cyrillic letters.

Passenger category name (in Latin alphabet) – name of passenger category in Latin letters.

Group category – this tag is used to identify the category of passengers who fly as an organized group (tourists on group tours, sports teams, etc.).

Special mark – this tag is used to identify a group leader (the ticket will say "group leader" and specify ticket numbers of group members; tickets of group members will specify the group leader ticket number).

Age – requirement to specify passenger age when creating PNR.

Age group – specify if passenger category belongs to any specific age group (select from dropdown list; may have one of three possible values: adult, minor, infant).

Nr of seats – number of seats allocated for a passenger of a given category (e.g., 0 for infant, 3 for patient in stretcher, etc.).

Privilege document (in Cyrillic alphabet) – name of document confirming that a passenger belongs to the privileged category, in Cyrillic letters.

Privilege document (in Latin alphabet) – name of document confirming that a passenger belongs to the privileged category, in Latin letters.

Note – random text of note.

3.21 Special Booking Codes (SBC) catalog

The catalog contains a description of booking types for companies that have special booking contracts with agencies. See Fig. 3.22.

Fig. 3.22 – Special Booking Codes catalog window

Description of fields in the Special Booking Codes card:

SB code – code of special booking type (2 to 3 characters).

Airline – code of airline (if specified, cards may only be viewed by OCC staff of the specified airline and neutral agency staff).

Special booking name – name of special booking.

Booking cancelled … days before flight – time of special booking cancellation (number of days before departure).

Cancel time – number and type of special booking cancellation. If cancel time type is "0" (hours of day), specify the time of day when special booking will be cancelled; if cancel time type if "1" (hours before flight), specify hours from cancelation of special booking till flight departure.

Auto-filling – specify which seats can be sold under the given booking type (0 – only booked, 1 – booked and all free for sale).

Booking type – defines return procedure for tickets purchased under special booking:

0 – regular: seats will be free for sale;

1 – VIP: seats will be free for sale, in case of certain operations with special bookings the code of booking holder will be highlighted to mark that booking holder is VIP;

9 – self-returning: seats will automatically return to special booking.

Booking priority – number that defines priority of specific booking during allocation of seats to different booking types under the contract (special booking agreements catalog, see 5.1.6)

Report date (days before departure) – number of days before departure when vacant reverse booking must be returned to the system, or, if booking has been used, the system must be updated with information on this fact. The number of days may be greater than "0" only if seats are transferred for sale to another center. In this case, the parameters must be as follows: booking cancellation 0 days before departure, cancel time type "0" (hour of day), cancel time = 24. If the "Report date" field says "0", the booking needs no report (return to the system).

3.22 Base Tariff Display Codes (TDC) catalog

The catalog contains types of base tariff codes that are used in tariff data management. See Fig. 3.23.

Fig. 3.23

Description of fields in the Base Tariff Display Codes card:

Base tariff code (in Cyrillic alphabet) – code of base tariff in Cyrillic letters (1 character).

Base tariff code (in Latin alphabet) – code of base tariff in Latin letters (1 character).

Base tariff name (in Cyrillic alphabet) – name of base tariff in Cyrillic letters.

Base tariff name (in Latin alphabet) – name of base tariff in Latin letters.

3.23 Report Page Codes (RPC) catalog

The catalog contains key words and related numbers of sections, parts and chapters of the report system used in the text terminal. See Fig. 3.24.
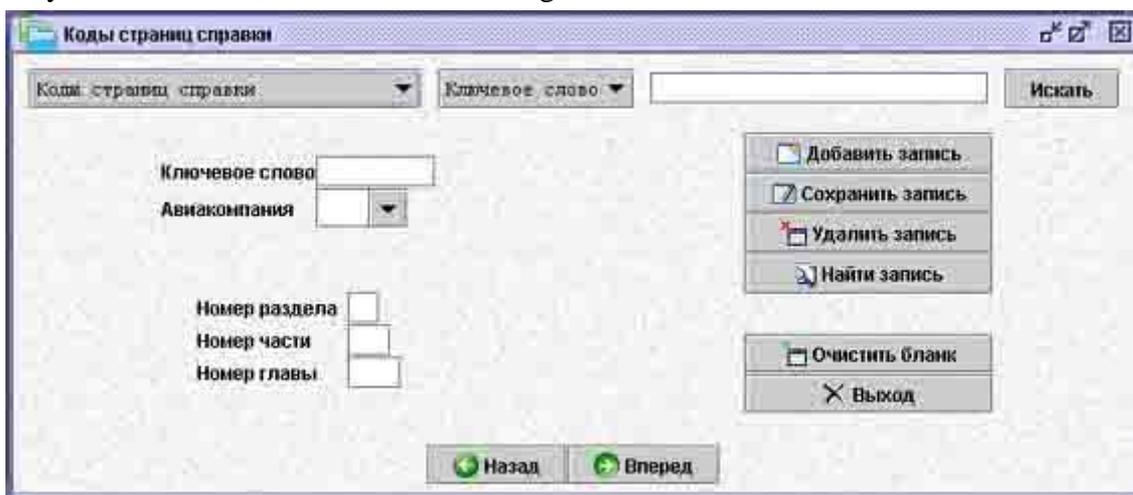
Fig. 3.24 – Report Page Codes catalog window

Description of fields in the Report Page Codes card:

Key word – key word (e.g., request name) that the user types in for information.

Airline – code of airline (select from dropdown list of airline codes, see 3.1) used to identify the section of the report system where information on the specified keyword is stored (information may differ for various airlines; if airline code is not specified, information will be equivalent for all airlines).

Section number – number of report system section containing information on the specified key word.

Part number – number of report system part containing information on the specified key word.

Chapter number – number of report system chapter containing information on the specified key word.

3.24 Tariff Type Codes (TTC) catalog

The catalog contains codes of tariff types used in TAC to identify a corresponding tariff type code for the base tariff code. See Fig. 3.25.
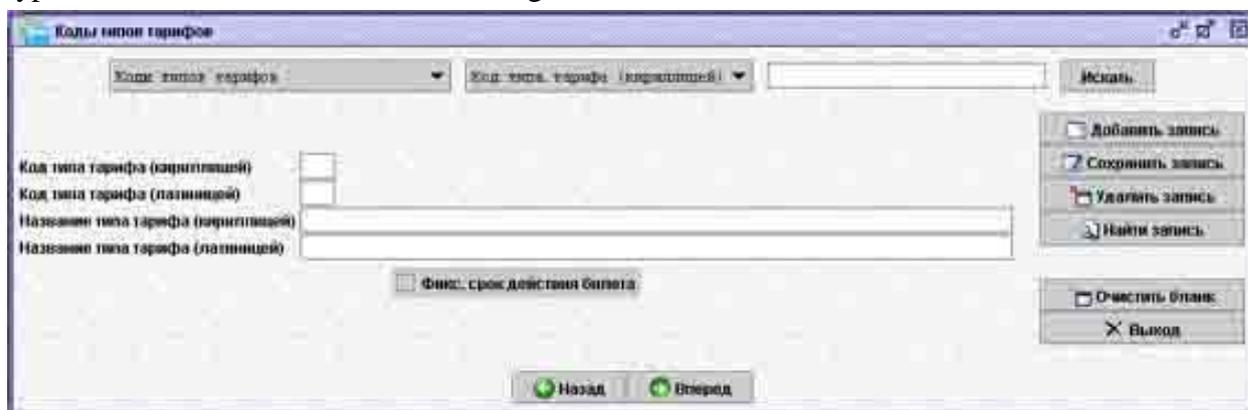
Fig. 3.25

Description of fields in the Tariff Type Codes card:

Tariff type code (in Cyrillic alphabet) – code of tariff type in Cyrillic letters.

Tariff type code (in Latin alphabet) – code of tariff type in Latin letters.

Tariff type name (in Cyrillic alphabet) – name of tariff type in Cyrillic letters.

Tariff type name (in Latin alphabet) – name of tariff type in Latin letters.

3.25 Baggage Rate (BGR) catalog

The catalog contains values of free-of-charge baggage rates for airlines, flights, classes, etc. See Fig. 3.26.

Fig. 3.26

Description of fields in the Baggage Rate card:

Telegram number – number of telegram, based on which the card is created.

Airline – code of airline for which the baggage rate is identified (select from the list of airline codes, see 3.1).

Flight number – number of flight for which the baggage rate is identified (type on the keyboard or select from the list of airline flights).

Point of departure – point of departure code (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – point of arrival code (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Country of departure – country of departure code (select from the base catalog or list of country codes, see **Ошибка! Источник ссылки не найден.**).

Country of arrival – country of arrival code (select from the base catalog or list of country codes, see **Ошибка! Источник ссылки не найден.**).

Class – booking class code (select from dropdown list).

Subclass – booking subclass code.

AC type – code of aircraft type (type of airplane; select from dropdown list of aircraft codes, see **Ошибка! Источник ссылки не найден.**).

Validity period:

  start – start date for rate validity period;

end – end date for rate validity period.

FOC baggage rate – baggage quantity (in kilograms) that a passenger may carry free of charge.

For one airline, you may create several cards with different parameters that would have a common rule and exceptions. If a parameter is specified in a card for the common rule, and there are exceptions from the rule, the parameter must be repeated in the card that describes the exceptions; otherwise baggage rate will be based on the initial parameter.

3.26 Offices (OFC) catalog

The catalog of offices contains information on the offices that use Sirena AS. Office is a group of consoles located within the same premises. See Fig. 3.27.
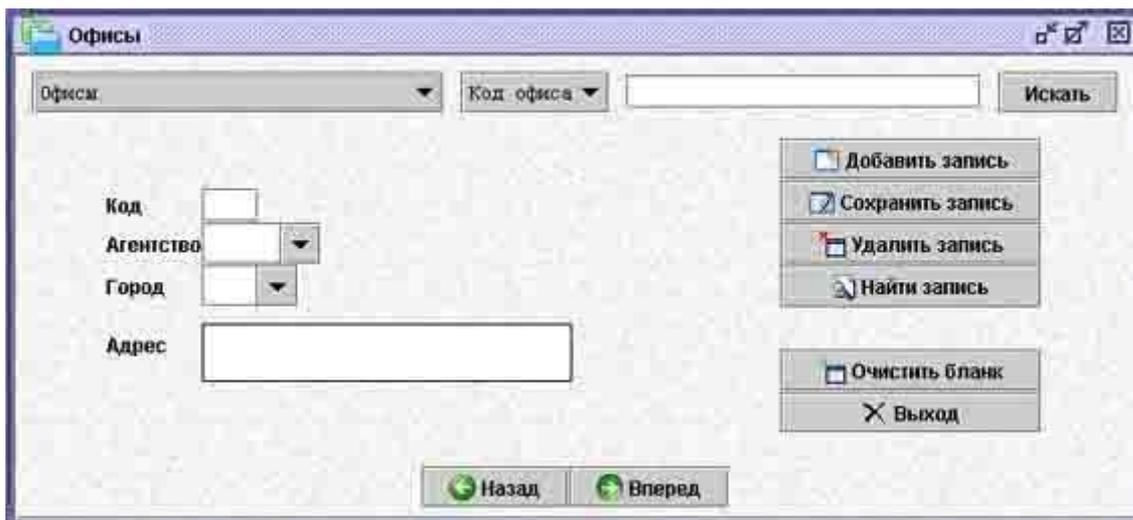
Fig. 3.27

Description of fields in the Offices card:

Code – unique random code of office (4 characters).

Agency – code of agency that owns the office (select from the base catalog or list of agency codes, see 3.4).

City – code of city where the office is located (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Address – office address (city, street name, building number, etc. – any contact details).

3.27 Airline Payment Cards (APC) catalog

The Airline Payment Cards catalog contains a description and codes of bank cards that the airline accepts for payment purposes. See Fig. 3.28.
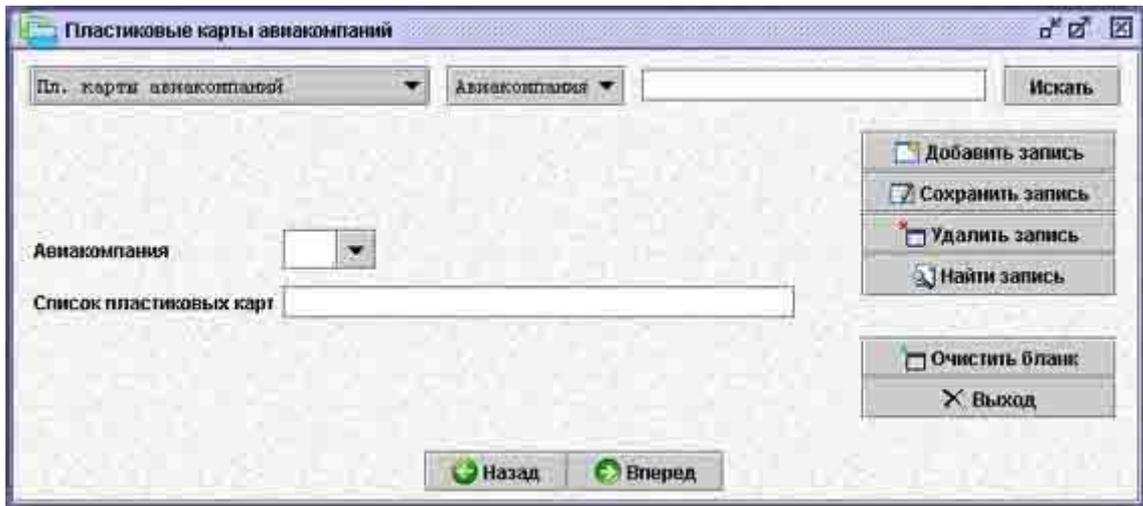
Fig. 3.28

Description of fields in the Airline Payment Cards card:

Airline – code of airline (select from the base catalog of list of airline codes, see 3.1).

Payment cards list – a listing (separated by space: VI DA SI) of Latin codes of payment cards that the airline accepts for payment purposes (card codes are assigned by the TCH Schedule and Tariffs Center).

3.28 Mail (CML) catalog

The Mail catalog contains messages address to the operators of Sirena system. It includes messages that the operator reads immediately after system logon (see 2.1) and upon receipt of mail at the console (see **Ошибка! Источник ссылки не найден.**). To make sure a certain group of operators receives appropriate information, system administrator authorized to manage the Mail catalog must create a message and specify which group of operators it is intended for. The message will be delivered to the consoles of the specified operators. See Fig. 3.29.

Fig. 3.29

Description of fields in the Mail card:

Operator – code of operator to whom the message is sent (select from the operator codes catalog, see **Ошибка! Источник ссылки не найден.**).

Agent – code of agency whose operators are supposed to receive the message (select from the agencies catalog, see 3.4).

Subagent – code of subagent to whom the message is sent.

Airline – code of airline to whose operators the message is sent (select from the catalog of airline codes, see 3.1).

Service – name of service selected from a dropdown list ("All" – message for all operators; "Cashier" – message for operators with cashier authorization; "OCC" – message is sent to executive staff).

Record number – message umber; any random number may be specified and will be identified automatically if not specified.

Subject – subject of message.

Message – text of message.

"Operator", "Agent", "Subagent" and "Airline" fields are optional and used to limit the list of message recipients.

3.29 Sections (SCT) catalog

The Sections catalog is used for clarification of data contained in the **Section** field of the Lost Tickets catalog (see **Ошибка! Источник ссылки не найден.**). It contains a list of all the types of documents that are to be checked during issue, replacement or return of a ticket. See Fig. 3.30.
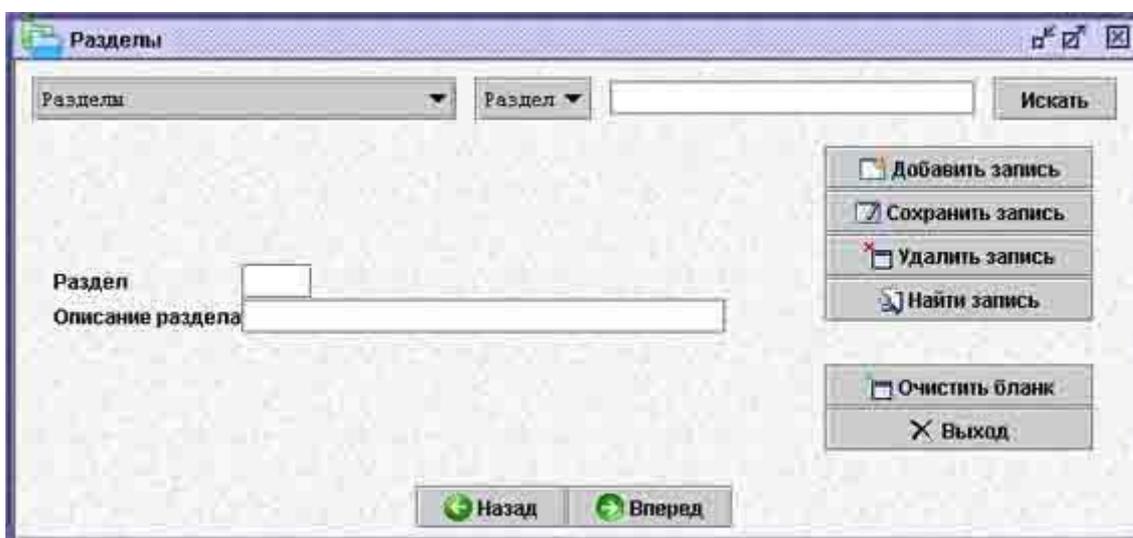
Fig. 3.30

Description of fields in the Sections card:

Section – a random code of document type (maximum 5 characters).

Section description – name of document type.

3.30 Regions (RGN) catalog

The Regions catalog contains a description and codes of regions where cities, airports and agencies are located. See Fig. 3.31.

Fig. 3.31

Description of fields in the Regions card:

Region code (in Cyrillic alphabet) – code of region in Cyrillic letters (2 characters).

Region code (in Latin alphabet) – code of region in Latin letters (2 characters).

Region name (in Cyrillic alphabet) – name of region in Cyrillic letters.

Region name (in Latin alphabet) – name of region in Latin letters.

Country – code of the country to which the region belongs (select from the catalog of country codes, see **Ошибка! Источник ссылки не найден.**).

Federal district – code of the federal district to which the region belongs (select from the catalog of federal districts, see **Ошибка! Источник ссылки не найден.**).

3.31 Route Carriage Agreements (RCA) catalog

The Route Carriage Agreements (RCA) card contains information on the code of route carriage agreement (M2) and its validity period.

This code is used to document a shared route carriage based on the tariff specified in the corresponding RTC card and for the route specified in the corresponding RTD card.

Route carriage (within the scope of M2 Agreement) that is only documented based on a through-fare tariff that applies to several segments without specification of tariffs for route segments and that is operated by different carriers requires the M2 Agreement accounting code to be specified.

See Fig. 3.32.

Fig. 3.32

Description of fields in the RCA card:

Agreement code – unique random code of agreement (3 characters).

Validity period – agreement validity period (during this period, agencies may sell tickets for flights operated under the agreement).

Start – start of agreement (place current date if the start date is not specified).

End – end of agreement.

Managing airline – code of the blank owner airline (select from the base catalog or list of airline codes, see 3.1).

3.32 Connecting Routes (CRT) catalog (up to 4 connecting flights)

This catalog is used to create connecting routes. A connecting route may consist of maximum four flights. Connecting routes are displayed on the screen when you request information on seat availability and schedule. See Fig. 3.33.

Fig. 3.33

Description of fields in the CRT card:

Point of departure – point of departure code (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Connection point 1 – code of the first connection point (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Airline 1 – code of airline that operates the first flight of the route (select from the base catalog or list of airline codes, see 3.1).

Flight 1 number – number of the first flight of the route.

Connection point 2 – code of the second connection point (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Airline 2 – code of airline that operates the second flight (select from the base catalog or list of airline codes, see 3.1).

Flight 2 number – number of the second flight of the route.

Connection point 3 – ode of the third connection point (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Airline 3 – code of airline that operates the third flight (select from the base catalog or list of airline codes, see 3.1).

Flight 3 number – number of the third flight of the route.

Point of arrival – point of arrival code (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Airline 4 – code of airline that operates the fourth flight (select from the base catalog or list of airline codes, see 3.1).

Flight 4 number – number of the fourth flight of the route.

Start – route validity start date.

End – route validity end date.

Frequency – day of the week when the route is serviced (1 – Monday, 2 – Thursday, etc. till 7; several days of the week may be specified); connecting routes may be serviced less frequently than connecting flights that make up such routes.

Layover: minimum and maximum time between arrival of one flight and departure of the next flight; the system checks if the actual layover corresponds to the specified period of time, and if not, the route will not be serviced;

min – minimum layover time(hours)

max (up to 168 hrs) – maximum layover time (hours, up to 168 hrs).

Reg. nr – registration number: a random number of catalog entry that can be used to search any desired card (consists of up to 5 digits).

Subclasses considered – a listing of subclass codes for tickets that will be sold for the given connecting flight (this field is optional).

Modifier – airline code assigned to the connecting route (select from the airlines catalog, see 3.1).

Flight number – a random flight number assigned to the created connecting route.

3.33 Charges (CHR) catalog

The Charges catalog contains a description of all charges collected from passengers for performance of different operations. See Fig. 3.34.

Fig. 3.34

Description of fields in the Charges catalog:

Charge code (in Cyrillic alphabet) – code of charge in Cyrillic letters (2 characters).

Charge code (in Latin alphabet) – code of charge in Latin letters (2 characters).

Charge name (in Cyrillic alphabet) – name of charge in Cyrillic letters.

Charge name (in Latin alphabet) – name of charge in Latin letters.

Charge type – select from dropdown list:

0 – airline charge: defined by the airline;

1 – agent charge: defined by an agency;

2 – neutral charge: charge is not attributed to either airline, or agency.

Charge for – specify what exactly the charge is collected for:

0 – segment: charge for segment; foreign currency is converted based on the exchange rate of the airline operating the segment;

1 – ticket: charge for ticket blank; foreign currency is converted based on the exchange rate of the airline operating the first segment;

2 – blank: charge for printing on the airline blank, for one blank; foreign currency is converted based on the exchange rate of the blank owner;

3 – blank segment: charge for printing on the airline blank, for one segment; foreign currency is converted based on the exchange rate of the blank owner.

Print on – specify where information on the charge will be printed after ticket purchase:

0 – receipt: charge data will be printed on a receipt;

1 – ticket: charge data will be printed on a ticket;

2 – separate receipt: charge data will be printed on a separate receipt.

Define total charge by date of – specify which tariff is used as the baseline for calculation of total charge:

0 – sale: tariff effective on the date of sale;

1 – departure: tariff effective on the date of flight departure.

3.34 Services (SRV) catalog

The Services catalog contains information on all services that use Sirena system. See Fig. 3.35.

Fig. 3.35

Description of fields in the Services card:

Service code – individual code of service (consists of 4 digits), must be unique throughout the catalog.

Service number – individual number of service (consists of 3 characters), must be unique within one agency.

Agency – code of agency to which the service belongs (select from the agencies catalog, see 3.4).

Subagent – code of sub-agency to which the service belongs.

Airline – code of airline to which the service belongs (select from the airlines catalog, see 3.1).

Service description – information about the service.

3.35 Ticket Stocks (TCS) catalog

The catalog contains numbers of ticket blanks that belong to the specific agency and is used to verify numbers of ticket blanks entered into the system. See Fig. 3.36.
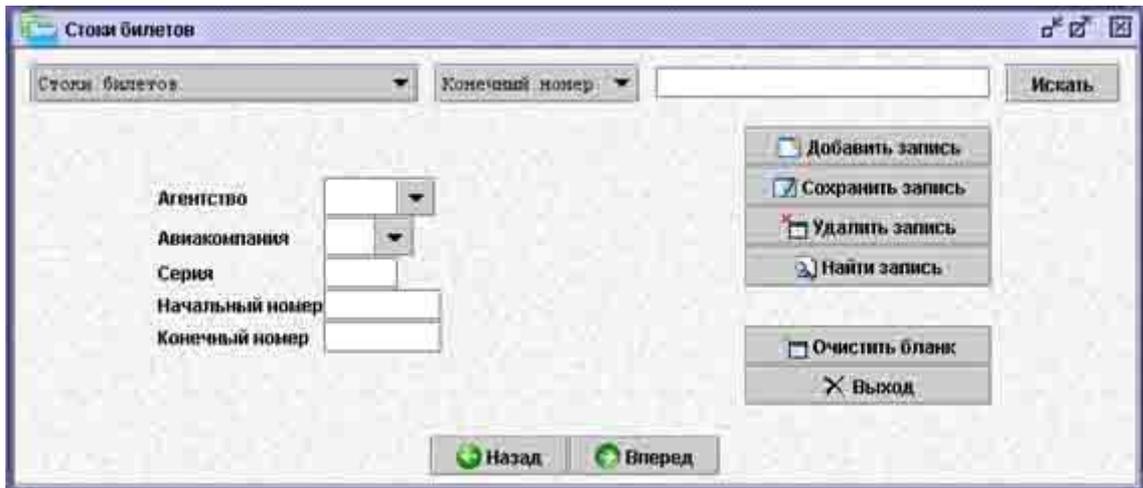
Fig. 3.36

Description of fields in the Ticket Stocks card:

Agency – code of agency that uses the specific stock of blanks (select from the base catalog or list of agency codes, see 3.4); if the field has not been populated, the blanks are considered to be simulation blanks and their numbers will not be checked.

Airline – code of airline to which the specific stock of blanks belongs (select from the base catalog or list of airline codes, see 3.1).

Series – series of blank stock (maximum 6 characters).

Initial number – number of the first blank in stock.

Last number – number of the last blank in stock.

3.36 Aircraft Types (ACT) catalog

The Aircraft Types catalog contains description of all types of airplanes and information on each of the types that is essential for booking purposes. See Fig. 3.37.

Fig. 3.37

Description of fields in the Aircraft Types card:

Airplane type – unique code of airplane (9 characters).

Airline – code of airline that registered this type of airplane (select from the airlines catalog, see 3.1).

AC type code – code of aircraft type to which the airplane belongs (select from the catalog of aircraft type codes, see **Ошибка! Источник ссылки не найден.**).

Classes on board – codes of seat classes available on board of the airplane, without separating character (F – first class; B – business class; E – economy class).

Sales dir – direction of sales; if field value is "0" – tickets are sold from head to tail, and if "1" – from tail to head.

Seats in row – number of seats in the transverse row for the specified airplane type.

First row in class – for each class (**F, B, E**), complete the corresponding field with the number of row from which rows in the class begin.

Number of rows in class – for each class (**F, B, E**), complete the corresponding field with the number of rows in the class.

Total – total number of rows (will be completed automatically).

Partitions – numbers of rows after which partition walls are placed.

Aisles – numbers of seas in a row that have aisles on the left of them.

The bottom section of the card contains the layout of airplane cabin, where seats of different classes are shown as colored squares. The **Seats** field shows the overall number of seats in the airplane. You may adjust the scale of the layout up and down by clicking the "+" and "-" buttons. An example of airplane layout is provided in Fig. 3.38.
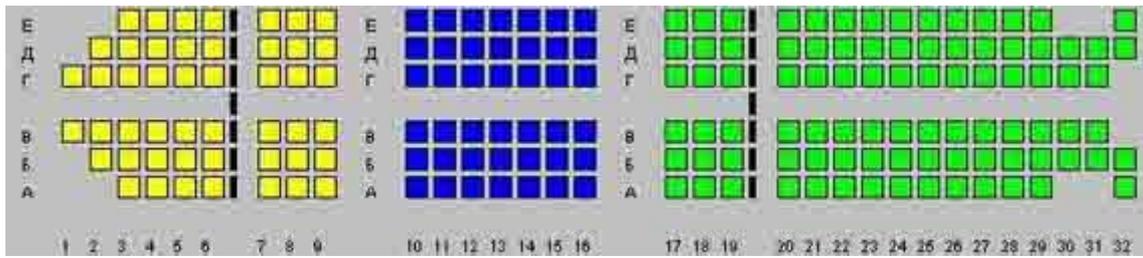
Fig. 3.38

You may use the layout to edit the number and arrangement of seats. To delete one or more seats, select them on the layout with the mouse cursor, right-click on the selected seats to enter the quick menu, and click on **"Delete seats"** in the quick menu. The seats that you selected will disappear. To undo deletion, click on the desired area of the layout (except aisles and partitions), right-click to enter the quick menu, and click on **"Paste seats"** in the quick menu. The seats that you previously deleted will reappear on the layout.

To select several seats, click and hold on the layout, then drag the cursor until all the desired seats are selected. Another selection method is to select seats one by one. To do so, click on the seats while holding the **Shift** button. To de-select all selected seats, click on any area of the layout. To de-select one specific seat, click on it with the mouse while holding the **Ctrl** button.

3.37 Vehicle Types (VLT) catalog

The Vehicle Types catalog contains codes of airplanes and other transport vehicles that are used in Sirena system. See Fig. 3.39.
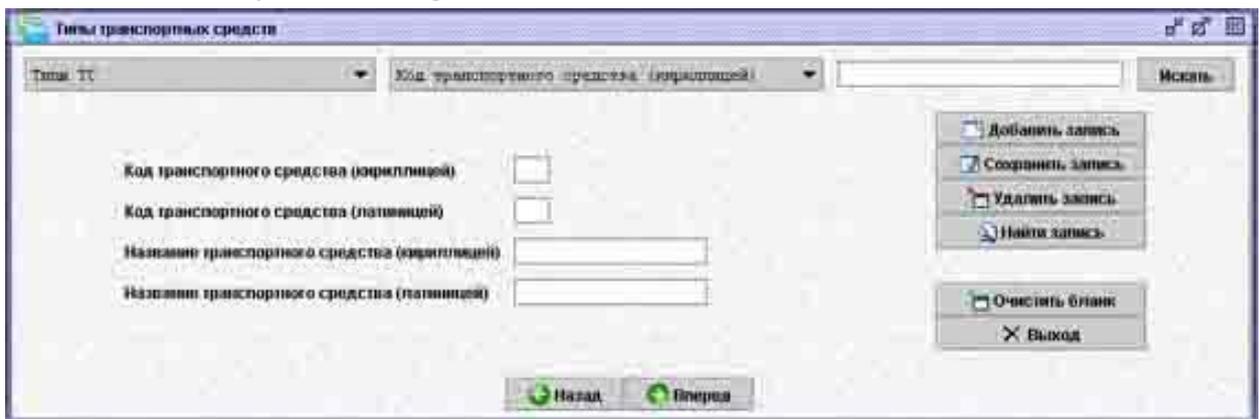
Fig. 3.39

Description of fields in the Vehicle Types card:

Vehicle code (in Cyrillic alphabet) – code of vehicle in Cyrillic letters (3 characters).

Vehicle code (in Latin alphabet) – code of vehicle in Latin letters (3 characters).

Vehicle name (in Cyrillic alphabet) – short name of vehicle in Cyrillic letters.

Vehicle name (in Latin alphabet) – short name of vehicle in Latin letters.

3.38 Baggage Types (BGT) catalog

The Baggage Types catalog contains information on every possible type of baggage encountered in Sirena system. See Fig. 3.40.

Fig. 3.40

Description of fields in the Baggage Types card:

Baggage type code (in Cyrillic alphabet) – code of baggage type in Cyrillic letters (2 characters).

Baggage type code (in Latin alphabet) – code of baggage type in Latin letters (2 characters).

Name (in Cyrillic alphabet) – name of baggage type in Cyrillic letters.

Name (in Latin alphabet) – name of baggage type in Latin letters.

3.39 Types of Weekday/Time of Day (WDT) catalog

The catalog contains information on the types of days of the week and times of the day that is used for operations with tariffs. See Fig. 3.41.

Fig. 3.41

Description of fields in the Types of Weekday/Time of Day card:

Type of wkday/time of day (in Cyrillic alphabet) – code of day of the week / time of day in Cyrillic alphabet (1 character).

Type of wkday/time of day (in Latin alphabet) – code of day of the week / time of day in Latin alphabet (1 character).

Type of wkday/time of day name (in Cyrillic alphabet) – name of day of the week / time of day in Cyrillic alphabet.

Type of wkday/time of day name (in Latin alphabet) – name of day of the week / time of day in Latin alphabet

3.40 Check-in Types (CIT) catalog

The Check-in Types catalog contains information on the passenger check-in types that can be specified in the ticket. See Fig. 3.42.

Fig. 3.42

Description of fields in the Check-in Types card:

Check-in type code – unique code of check-in type (1 character).
Check-in type name – name of check-in type.

Check-in start at airport (hours and minutes before departure) – time from the start of check-in procedures at the airport until departure in HMM format (e.g., 120 means 1 hours 20 minutes).

Check-in start at airport bus terminal (hours and minutes before departure) – time from the start of check-in procedures at the airport bus terminal until departure in HMM format (e.g., 120 means 1 hours 20 minutes).

End of sales (hours and minutes before departure) – time from the end of ticket sale for the flight under the specified check-in type until departure in HMM format (e.g., 120 means 1 hours 20 minutes).

3.41 Season Type (SNT) catalog

The catalog contains information on season types that is used for operations with tariffs. See Fig. 3.43.
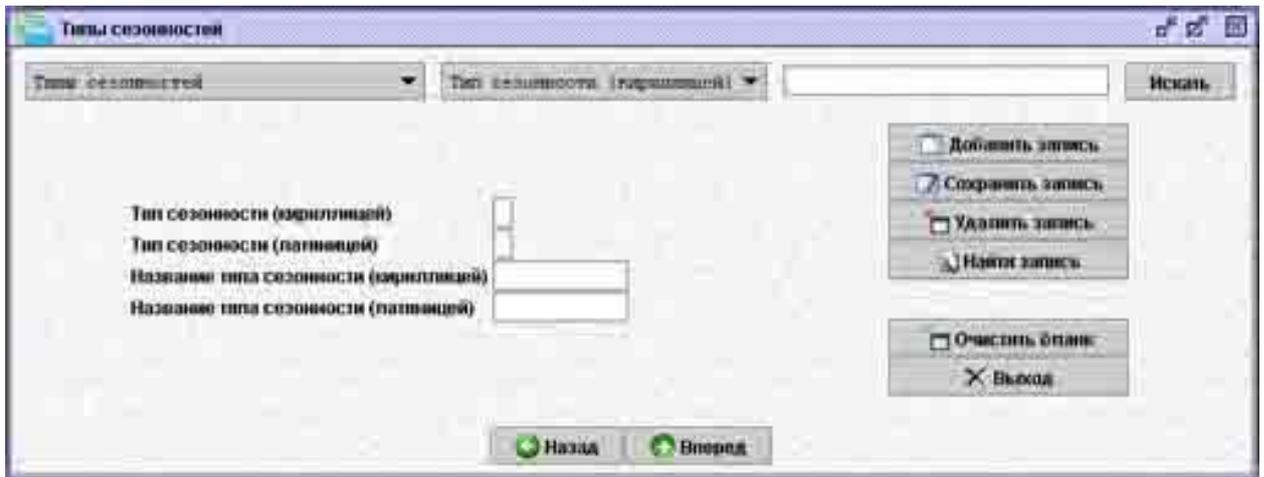
Fig. 3.43

Description of fields in the Season Types card:

Season type (in Cyrillic alphabet) – code of season type in Cyrillic letters (1 character).

Season type (in Latin alphabet) – code of season type in Latin letters (1 character).

Season type name (in Cyrillic alphabet) – name of season type in Cyrillic letters.

Season type name (in Latin alphabet) – name of season type in Latin letters.

3.42 Insurance Type Codes (ITC) catalog

The Insurance Type Codes catalog contains information on passenger insurance types that apply to tickets sold with the help of Sirena system. See Fig. 3.44.
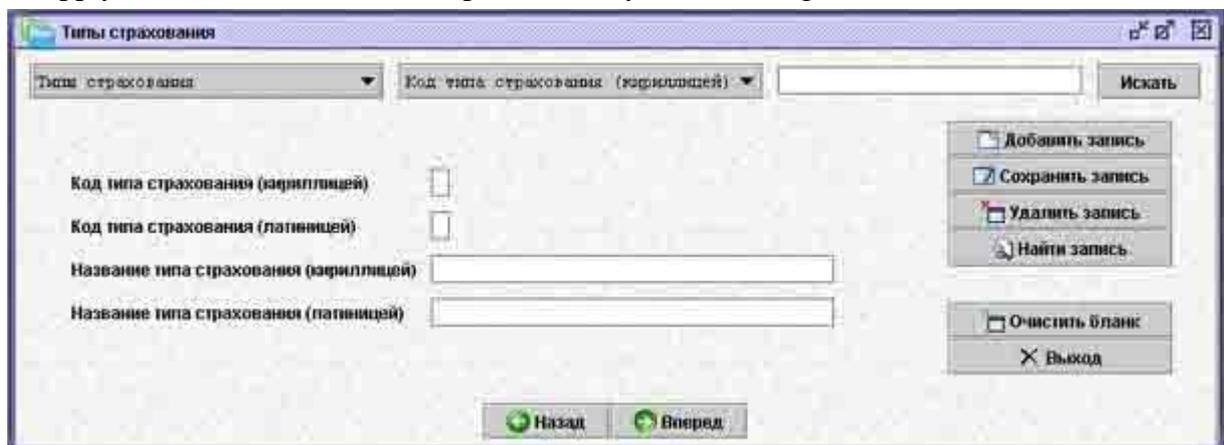
Fig. 3.44

Description of fields in the Insurance Types card:

Insurance type code (in Cyrillic alphabet) – code of insurance type in Cyrillic letters (1 character).

Insurance type code (in Latin alphabet) – code of insurance type in Latin letters (1 character).

Insurance type name (in Cyrillic alphabet) – name of insurance type in Cyrillic letters.

Insurance type name (in Latin alphabet) – name of insurance type in Latin letters.

3.43 Flight Management (FLM) catalog

The Flight Management catalog can be used to assign to airlines and agencies permissions to manage certain flights. In any case, a flight may be management by the operator-airline and the OCC. This catalog also allows other airlines and agencies to obtain access to flight management functions. See Fig. 3.45.
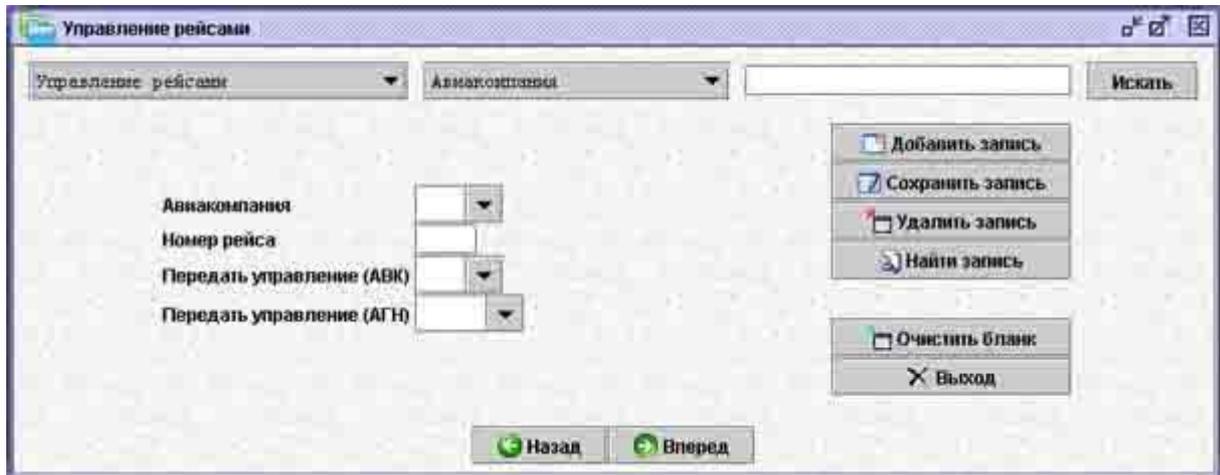
Fig. 3.45

Description of fields in the Flight Management card:

Airline – code of airline that operates a flight / flights (select from the airlines catalog, see 3.1)

Flight number – number of flight of the specified airline, with respect to which this card defines management permissions; if flight number is not specified, permissions are provided with respect to all flights of the airline specified in the "Airlines" field.

Delegate management to (ARL) – code of airline that will be able to manage the above flight/flights (select from the airlines catalog, see 3.1); if this field and the "Airlines" field have identical values, the flight may only be managed by the specified airline, and OCC loses right to manage the flight.

Delegate management to (AGN) – code of agency that will be able to manage the above flight (select from the base catalog or list of agency codes, see 3.4).

Rules to verify flight management permission

- Airline that operates the flight may always manage its resource.
- The Flight Management catalog is scanned for flight entry. If flight entry is found, the flight will be managed by the airline whose code is identified in the **Delegate management to (ARL)** field. If flight entry is not found, the system will check if airline entry exists in the cards where no flight number is specified. If there is a card that specifies the managing airline but has no indication of flight number, such airline will manage all flights of the managing airline.
- If there are no flight and airline entries in the catalog, standard access will be granted, under which the flight may be managed by the operating airline and neutral OCC.
- If the **Delegate management to (AGN)** field is completed, the system will check the agency of the operator working with the flight (operator must belong to the managing agency).

- The system will check airline of the operator working with the flight (operator must belong to the airline whose code is specified in the **Delegate management to (ARL)** field, otherwise the operator will be banned from any flight management operations).

3.44 Lost Tickets (LTK) catalog

The Lost Tickets catalog contains information on the lost blank stocks, tickets and other documents that are to be checked for the avoidance of fraud. See Fig. 3.46.

Fig. 3.46

Description of fields in the Lost Tickets card:

Section – lost document type code (select from the base catalog or list of lost document codes, see **Ошибка! Источник ссылки не найден.**).

Series – series of the lost document.

Initial blank number – initial number of the lost stock blank or number of lost document (cannot be changed).

Final blank number – final number of the lost stock blank or number of lost document (cannot be changed).

Date received – date when the system began checking all registered documents against the entry (in most cases, data when the document loss report was received).

Date canceled – date when the entry was removed, i.e. the date when the system stopped checking all registered documents against the entry (optional field).

Company – name of the company that reported loss of document.

Comments – any comments with respect to the lost document (the text will be displayed on the screen of the console that will try using the lost document).

3.45 Multi-Sector Flight Participants (MFP) catalog

The Multi-Sector Flight Participants (MFP) catalog contains information on the parties to the Multilateral Agreement (M1) and agreements between airlines (direct agreements). A multilateral agreement allows airlines operating a route carriage execute their transport documents on TCH blanks under the same accounting code 99A. Direct agreements allow airlines to execute their transport documents TCH blanks under one of the airlines' code. See Fig. 3.47.

Fig. 3.47

Description of fields in the MFP card:

Managing airline – code of managing airline (an airline that is a party to the agreement); select from the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

MFP Airline – code of airline that operates the flight (this field is optional and must be completed if the managing airline has a direct agreement in place with such airline); select from the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

Accounting code prohibition – permission/prohibition for the managing company to use the accounting code (prohibited if checked); cannot be prohibited if the MFP Airline field is completed.

Accounting code – accounting code; for M1 agreement, the code is 99A; not required for a direct agreement – the managing company's code will be used.

Validity start – date when the airline joins the agreement.

Validity end – date when the airline exits the agreement.

3.46 Federal Districts (FDD) catalog

The catalog of federal districts contains a description of districts within the countries where the cities (points of departure and arrival) are located. An example of FDD card is provided in Fig. 3.48.

Fig. 3.48

Description of fields in the Federal Districts card:

District code (in Cyrillic alphabet) – code of district in Cyrillic letters (4 characters).

District code (in Latin alphabet) – code of district in Latin letters (4 characters).

Name of district (in Cyrillic alphabet) – name of district in Cyrillic letters.

Name of district (in Latin alphabet) – name of district in Latin letters.

Country – code of the country where the district is located (select from the countries catalog, see **Ошибка! Источник ссылки не найден.**).

3.47 Firms (FRM) catalog

The catalog contains information on the firms and companies that frequently use purchased air ticket delivery services. See Fig. 3.49.

Fig. 3.49

Description of fields in the Firms card:

Firm code – unique code of the fir (maximum 3 characters).

Name – name of the firm.

Delivery district code – code of delivery district.

Phone – telephone number of the firm.

Address – address of the firm.

3.48 Forms of Payment (FOP) catalog

The Forms of Payment catalog contains a description of forms of payment that may be used to purchase tickets. See Fig. 3.50.

Fig. 3.50

Description of fields in the Forms of Payment card:

FOP code (in Cyrillic alphabet) – form of payment code in Cyrillic letters (2 characters).

FOP code (in Latin alphabet) – form of payment code in Latin letters (2 characters).

Form of payment (in Cyrillic alphabet) – description of form of payment in Cyrillic letters.

Form of payment (in Latin alphabet) – description of form of payment in Latin letters.

Cash – if checked, the form of payment is registered as cash payment, otherwise – as non-cash payment.

3.49 Booking Centers (BKC) catalog

He BKC catalog is used to store additional information on city pairs. Information available in this catalog will be displayed on the "Seat availability" screen when cashier requests seat availability information for flights between the two specified cities. See Fig. 3.51.

Fig. 3.51

Description of fields in the BKC card:

City 1 – code of one of the cities that is the origin or destination for the flight (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

City 2 – code of the other city of the pair that is the origin or destination for the flight (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Text – random message text that will be displayed together with the information on availability of seats on the flights between the two specified cities.

3.50 Access to TCH Blanks (TCH)

The TCH catalog is used to ban ticket printout on TCH blanks for flights of a specific airline or ban ticket printout on TCH blanks to a specific agency, console or range. See **Ошибка! Источник ссылки не найден.**.

Fig. 3.52

Description of fields in the Access to TCH Blanks card:

Airline – code of airline whose operators are prohibited/permitted to print out tickets on TCH blanks (select from the base catalog of list of airline codes, see **Ошибка! Источник ссылки не найден.**).

Flight – number of flight of the above airline, for which the printout of tickets on TCH blanks if prohibited/permitted.

Agency – code of agency that is prohibited/permitted to print out tickets on TCH blanks (select from the base catalog of list of agency codes, see 3.4).

Range – range of consoles that are prohibited/permitted to print out tickets on TCH blanks (first 4 letters of console codes).

Console – code of console that is prohibited/permitted to print out tickets on TCH blanks.

Date1 – date when conditions specified in the card take effect (format – DDMMYY).

Date2 – date when conditions specified in the card lose effect (format – DDMMYY).

Date of sale/departure – tag that defines if Date1 and Date2 are the dates of ticket sale or dates of departure (select value from dropdown list):

0 – Date of sale: the dates specified are dates of ticket sale.

1 – Date of departure: the dates specified are dates of flight departure.

Prohibition tag – the tag of prohibition or permission to print out tickets on TCH blanks for a certain number of Sirena system users, as provided above (airline, for a specific flight of an airline, agency, range of consoles, or console); select value from dropdown list:

0 – Permitted: ticket printout on TCH blanks is permitted.

1 –Prohibited: ticket printout on TCH blanks is prohibited.

3.51 Close of Sales (COS) catalog

The Close of Sales catalog is used to manage subclasses of seats by closing or opening sales for any given subclass. The catalog describes flight resources at the time a flight is created. See Fig. 3.53.

Fig. 3.53

The catalog shows every possible class and subclass of seats. Subclasses are grouped by corresponding classes (first, business, and economy). The card includes Russian and English names of subclasses. See Appendix for a more detailed representation of booking classes (clause 14.1). Data boxes are used to specify the number of days before departure when ticket sales for the subclass seats will be opened and the number of days before departure when ticket sales for the subclass seats will be closed.

Description of fields in the Close of Sales card:

Number – number of card (assigned automatically when the card is saved; cannot be changed).

Airline – code of airline whose flights will follow the rules specified in this card (select from the airlines catalog, see 3.1).

Open – number of days before departure when ticket sales for the subclass will be opened.

Close – number of days before departure when ticket sales for the subclass will be closed.

If there is no specific rule for opening or closing sales for the subclass that differ from the open/close sales parameters configured at the time of resource description when a flight is created, then "Open" and "Close" boxes for such subclass must not be completed.

If sales for the subclass are closed on the day of departure, put "0" in the "Close" box.

3.52 Close of Raids (COR) catalog

The Close of Raids catalog is used to close sales of tickets for a certain flight within the specified number of days before departure. See Fig. 3.54.
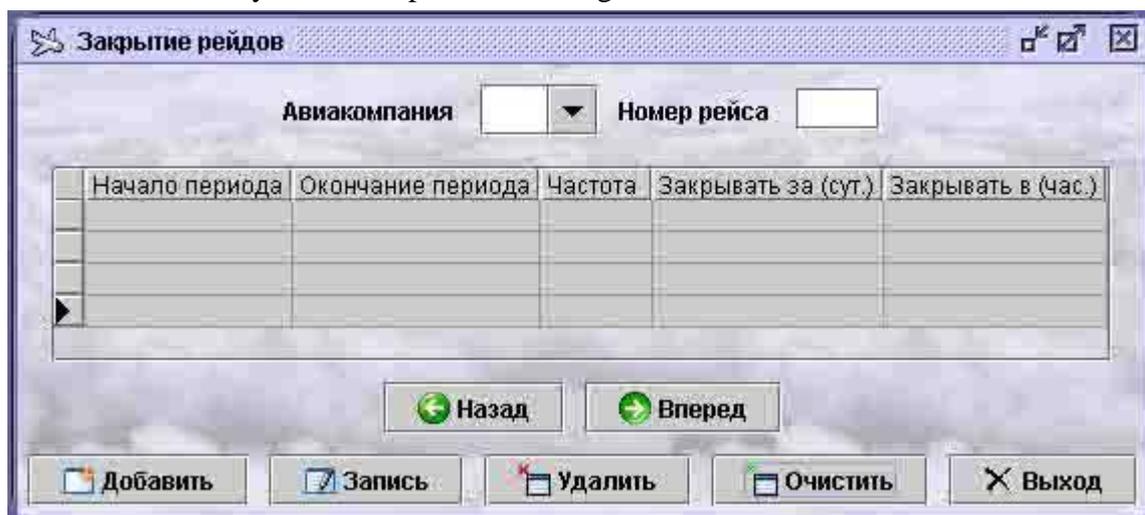
Fig. 3.54

Description of fields in the Close of Raids card:

Airline − code of airline that operates the flight (select from the airlines catalog, see 3.1).

Flight umber − number of flight to which raids belong.

Period start − start date of the period for which sales close conditions are set (format − DDMMYY).

Period end − end date of the period for which sales close conditions are set (format − DDMMYY).

Frequency − frequency of the selected flight (without separating character in weekday number: 1 − Monday, 2 − Tuesday, etc. till 7).

Close before (days) − number of days before departure when the flight closes.

Close at (hrs) − flight closing time.

You may add and delete lines in the table in the pop-up menu by right-clicking on the table. Operations with tables are described in detail in the graphical terminal manual.

Create the "Close of Raids" card for any given flight before start of the period specified in the card. The first date of flight close is determined as follows: card creation date + number of days when the flight closes. If the determined date does not fall into the specified period of time, the flight will be closed on the period start date. For example, if period start date is 01.02, and sales close 2 days before flight, i.e. on 30.01, then the "Close of Raids" card for the period must be created no later than on 28.01 to make sure sales for the raids of the first two days of the period close un due time.

3.53 Using cards in daily routine

Catalogs are used as references in the performance of key tasks and requests. Their values are placed in the corresponding fields of dialog windows by selecting a value in a dropdown list. If a catalog contains too many entries (e.g., catalogs of firms, offices and operators may include several hundred entries), you may select the desired value straight from the catalog. To do that, right-click on the dialog window and select the catalog name in the pop-up menu. Scroll through the card names or use the search tool to find the desired value and click **"Select"**. The selected value will appear in the corresponding field of the dialog box.

Certain catalogs are not specified in the "Catalogs management" list. To show these catalogs, you will have to complete special procedures when working with the flight resources.

A detailed description of catalog management procedures is provided in clause **Ошибка! Источник ссылки не найден.**.

4   Access management

This section is used to assign rights and permissions to the entities that use Sirena system, including agencies, airlines, individual consoles and operators, etc.

To browse and edit access details, select "Access management" in the task list. The list of access management tasks will appear on the screen (Fig. 4.1). Requests used for performance of sub-tasks in the text terminal are specified in brackets.

Fig. 4.1

Description of access management subtasks:

Access to TCH blanks (TCH) – access to printing on TCH blanks for airlines and agencies (see **Ошибка! Источник ссылки не найден.**).

Access to sales (ATS) – restriction of sales for a flight, flight segment, class, and point of departure applied to consoles and agencies (see **Ошибка! Источник ссылки не найден.**).

Access: Airline (ARA) – airline defines access rights of agencies and individual consoles for sales of such airline's resources (see 4.2).

Access: Agency (AGA) – agency defines permissions to access airlines for sales of their resources (see 4.2).

Operators (OPR) – list of all operators working with the system and their rights (see **Ошибка! Источник ссылки не найден.**).

Wait list priority (PRT/WTL) – defines conditions for sale of PNR seats on the wait list that have been released for sales (see 4.4).

Browse rights (AR, ART) – browse access rights that agencies, subagencies, consoles and operators have with respect to flights of an airline (see 4.5).

Consoles (CSL) – list of all consoles working with the system and their rights (see 4.6).

Sales offices (SLO) – list of sales offices that work with the system and their rights (see 4.7).

Console auto-creation info (CSI) – acquisition of information on console creation date from the exchange file (see 4.8).

Web-clients info – browse and edit information on agencies that book tickets in Sirena AS through the Internet (see **Ошибка! Источник ссылки не найден.**).

Keys management – management of keys that are used to access secure server (see **Ошибка! Источник ссылки не найден.**).

When you select any of the above subtasks, the system will open a new dialog window where you can assign system permissions to a certain entity. A detailed description of the subtasks will follow.

Searching entries in access catalogs

The lists titled "Access to sales", "Operators", "Consoles" and "Sales offices" are system catalogs. You may use the same techniques for these lists as for the catalogs described in clause **Ошибка! Источник ссылки не найден.**, with a number of exceptions.

Searching a catalog entry

You may search for entry by one or more fields whose values you know. To search for the desired entry, open the appropriate catalog and click **"Find entry"**. A search form will be displayed. Fig. 4.2 shows the entry search form for the Operators table.

Fig. 4.2

In the "Search" form, complete one or more fields with information that corresponds to the known values of fields in the entry you search for.

Description of buttons in the Search form:

Find entry – opens the first of all entries found in the catalog.

Find in table – opens a list of all catalog entries whose field values correspond to those you search for; operations with tables are described in detail in the graphical terminal manual.

Clear blank – clears existing data in all fields of the Search form.

Exit – return to catalog.

4.1   *Access to Sales (ATS)*

You may use this task to restrict sales rights for a flight, flight segment, class (or class and segment), or point of departure that are assigned to individual consoles, ranges of consoles,

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or agencies/subagencies. Select **"Access to Sales (ATS)"** in the access management tasks list. The system will open the "Access to sales" form (Fig. 4.3).

Fig. 4.3

To check access permissions, complete the following steps:

A) first, check ATS for the specific flight.

If ATS card for the flight cannot be found, go to B).

If agency/console are on the list in the ATS table, access rights correspond to the type of restriction or access is opposite; if it is an exception list, no further checks of access permissions will be performed.

If agency/console is not on the list, check the **Access to airline** field:

if there is no need to check access to airline, then access is opposite to the type of restriction;

if there is need to check access to airline, the check process will continue;

B) then, check ATS by the city of departure (i.e., search for the ATS card with flight information missing, where City1 corresponds to the city of departure).

- if such card cannot be found, go to C)

- if such card exists, then:

If agency/console is on the list, check booking permission for the type of restriction; no further checks are required.

If they are not on the list, the following steps must be performed depending on whether there is a requirement to check access to the airline:

- if there is no need to check access to airline, the result will be opposite to the type of restriction;

- if there is need to check access to airline, the check process will continue;

C) The next step is to check access to the airline using standard procedures.

The highest priority in the access determination process is given to the console, then console exception, range of consoles, exception of range of consoles, subagency, exception of subagency, agency, and exception of agency.

So, if the list specifies a console or range of consoles to which the console belongs, or subagency and agency to which the console belongs, access permission will be determined based on such console.

Description of fields in the Access to Sales card:

Airline – code of airline whose flights are subject to access determination process (see **Ошибка! Источник ссылки не найден.**).

Flight number – number of flight of the above airline for which access permissions are determined; you may type flight number on the keyboard or select from the list of th airline's flights that opens when you click on the "Flight number" button. This field is optional; if blank, access permissions will be determined for all flights of the specified airline.

Class – code of the class or subclass of seats for whose sales you wish to set access permissions; this field if optional; if blank, access permissions will be determined for all classes of seats.

City 1 – point of departure code (see **Ошибка! Источник ссылки не найден.**); this field is optional; if blank, restriction will apply regardless of the point of departure.

City 2 – point of arrival code (see **Ошибка! Источник ссылки не найден.**); this field is optional; if blank, restriction will apply regardless of the point of arrival.

Special booking – code of special booking type for whose sales access permissions are determined (see **Ошибка! Источник ссылки не найден.**); this field is optional.

…days – number of days before the flight when access rules specified in the card will take effect; this field is optional; if blank, access rules will remain in effect throughout the period of sales for the specified flight.

…hours – number of hours before the flight when access rules specified in the card will take effect; this field is optional; if blank, access rules will remain in effect throughout the time of sales for the specified flight.

Check access to airline – if checked, then access rights shall be verified against ARA tables for any entity whose access rights are assigned in the card (assigned as described in "Access: Airline" and "Access: Agency", see 4.2); otherwise, rights set in this card are primary access rights.

Access tag – depending on the switch position, system administrator may "Permit" access for the below agencies and consoles, or "Deny" access for the below agencies and consoles.

Agency – a list of codes of agencies whose access to the flights of airlines is determined (the process of agency selection is described below).

Subagency – a list of codes of subagencies whose access to the flights of airlines is determined (the process of subagency selection is described below).

Console – a list of codes of consoles whose access to the flights of airlines is determined (the process of console selection is described below). This field is used to specify consoles that do not belong to the above agency or consoles whose rights differ from those of agencies.

The process of selection of agencies and consoles for determination of their access rights is described in the graphical terminal manual.

4.2   Access to flights for airlines and agencies (ARA/AGA)

Information on access rights for airlines and agencies is stored in a special table that consists of two symmetric portions. One of the portions can be edited by an airline, and the other – by an agency. Access will only be granted if it is specified that access is permitted by both airline and agency. The portion of the table controlled by the airline (through the "Access" Airline" menu) is optional and may not be present. In this case, access will be defined by the agency.

4.2.1 Access management by airline that owns a resource

The system allows setting permissions of access to flights of each airline by agencies and individual consoles. Select "**Access: Airlines (ARA)"** in the access management task list. This will open the "Access: Airline" form (Fig. 4.4).

Fig. 4.4

Description of fields in the Access: Airline card:

Airline – code of airline to whose flights access permissions are assigned (select from the base catalog or list of airline codes, see 3.1).

Access tag – depending on the switch position, system administrator may "Permit" access for the below agencies and consoles, or "Deny" access for the below agencies and consoles.

Agency – a list of codes of agencies whose access to the flights of airlines is determined (the process of agency selection is described in the graphical terminal manual).

Subagency – a list of codes of subagencies whose access to the flights of airlines is controlled in this card; optional parameter.

Console – a list of codes of consoles whose access to the flights of airlines is determined (the process of console selection is described in the text terminal manual). This field is used to

specify consoles that do not belong to the above agency or consoles whose rights differ from those of agencies.

<p align="center">***Description of buttons in the Access: Airline card:***</p>

Browse – browse information on the rights of consoles and agencies for the selected airline.

Write changes – save changes made.

Clear access lists – clear lists of console and agency codes for the given airline.

If there is no entry in the table for the airline, such airline permits access to all agencies/subagencies. Access to its resources is determined by the agency. Any agency-subagency is permitted access to the airline resources unless there is ban on sales of such airline's resources for such agency.

If an airline has a permitting list, only listed agencies/subagencies have access to its resources. In this case, access will be determined both by the airline (Access: Airline menu) and by the agency (Access: Agency menu). If the airline does not permit the agency/subagency access to its resources, such agency has no access to the airline regardless of what the agency access card says.

If an airline has a prohibiting list, only agencies/subagencies that are not listed have access to its resources. In this case, access will be determined both by the airline (Access: Airline menu) and by the agency (Access: Agency menu). Any agency/subagency is permitted to sell tickets of the airline unless it is on the prohibiting list.

Who can manage access on behalf of the airline:

- Operators of the airline;
- Operators that belong to the airlines and agencies permitted to manage resources of that airline (permissions are determined in the Flights Management (FLM) catalog, see **Ошибка! Источник ссылки не найден.**);
- Operators specified in the system's special configuration file.

4.2.2 Access management by agency

The system allows setting permissions of access to airline resources for agencies and subagencies. Select "**Access: Agency (AGA)"** in the access management task list. This will open the "Access: Agency" form (Fig. 4.5).
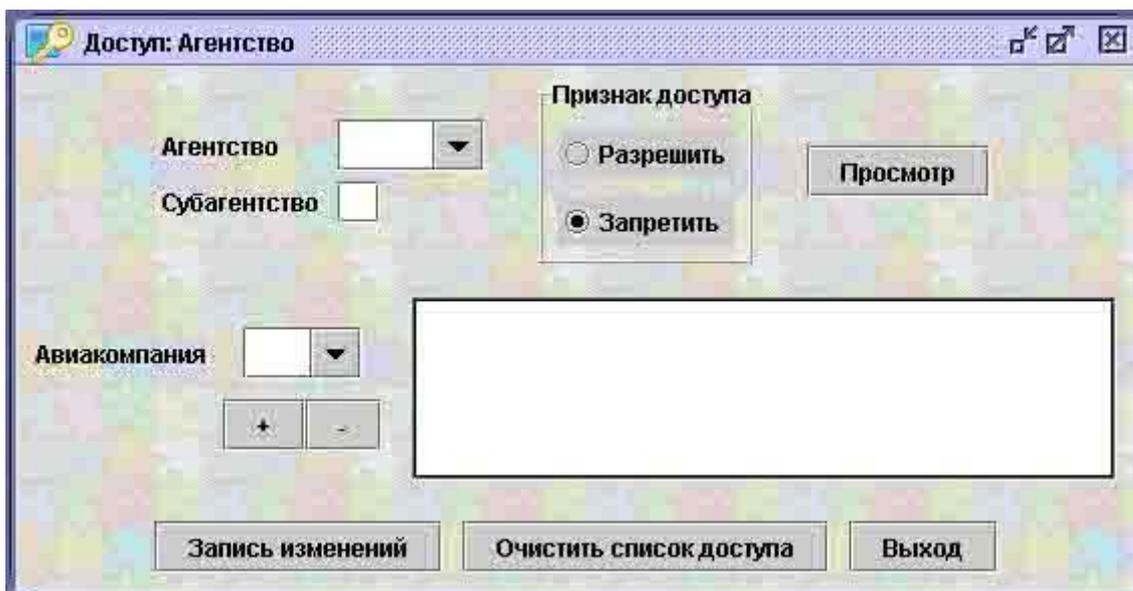
Fig. 4.5

Description of fields in the Access: Agency card:

Agency – code of agency for which access is determined (select from the base catalog or list of agency codes, see 3.4).

Subagency – subagency of the above agency for which access is determined (optional field).

Access tag – depending on the switch position, system administrator may "Permit" access for agency/subagency to the resources of airlines listed below, or "Deny" access for agency/subagency to the resources of airlines listed below.

Airlines – a list of codes of airlines whose resources will/will not be accessible by the specified agency/subagency (selection process is described in the graphical terminal manual).

Description of buttons in the Access: Agency card:

Browse – browse the list of airlines whose resources will/will not be accessible by the specified agency/subagency.

Write changes – save changes made.

Clear access lists – clear lists of airline codes for the given agency/subagency.

If there is no entry in the table for the agency/subagency, such agency/subagency has no right to access resources of all airlines.

If an agency/subagency has a permitting list, it is allowed to access only the airlines on the list. In this case, access will be determined both by the airline (Access: Airline menu) and by the agency (Access: Agency menu). Access to resources of the airline whose code is not specified in the permitting list is denied even if access rights managed by the airline permit access for such agency/subagency.

If an agency/subagency has a prohibiting list, it is allowed to access to resources of all airlines that are not on the list. In this case, access will be determined both by the airline (Access: Airline menu) and by the agency (Access: Agency menu). Access to resources of the airline whose code is not specified in the prohibiting list is permitted if access rights managed by the airline do not deny access for such agency/subagency.

Who can manage access on behalf of an agency:

- Access for an agency may be managed by the system operator of such agency who is the agency's supervisor authorized to edit access rights (these rights are determined in the operators card, OPR (see **Ошибка! Источник ссылки не найден.**);

- Access for any agency may be managed by the system operator who is not an agency's supervisor and is authorized to edit access rights (these rights are determined in the operators card, OPR (see **Ошибка! Источник ссылки не найден.**);

- Access for any agency may be managed by operators specified in the system's special configuration file.

4.3   Operators management (OPR)

This task is used to define rights of an individual operator working with the system. The Operators catalog (OPR) contains information on all the operators registered in the system. To create new cards and edit information on the operators, select **"Operators (OPR)"** in the access management task list. This action will open the "Access: Operators" form (Fig. 4.6).

Fig. 4.6

Description of fields in the Operators form:

Agency – code of agency where the operator works (select from the base catalog or list of agency codes, see 3.4).

Name – full mane of the operator (in any convenient format, no more than 20 characters).

Number – operator's personal number within the agency (maximum 4 digits).

ID – operator's personal identification code within the system specified when the operator begins work in the system.

Service code – code of service to which the operator belongs (select from the services catalog, see **Ошибка! Источник ссылки не найден.**).

Unit – code of operator's unit (tag of access to information on raid (see 5.3) and detailed flight information (see 6.5), see Definition of access to raid report and detailed flight).

Airline – code of airline to which the operator belongs.

Status – operator's current status (select from dropdown list: blank – temporarily blocked (operations denied), free – not working at the moment, busy – working at the moment, blocked – banned from work).

Special booking codes – list of special booking codes (see **Ошибка! Источник ссылки не найден.**) that the operator is permitted/prohibited to work with; this field is connected with the "Special booking" check-box: codes listed here are exceptions of the value set by the "Special booking" check-box (if the operator is allowed to work with special booking, this field must specify booking codes that the operator cannot work with, and vice versa – if the operator cannot work with special booking, the field specifies those he is allowed to work with; the field is optional); instructions on how to complete such fields are provided in the graphical terminal manual.

Wait list priority – the value of wait list priority parameter may vary from 1 to 7 (select from dropdown list); the higher the priority, the higher the chance that the booking order created by the operator will be sustained if any seats for the flight that has been sold out are vacant (for wait list details, see 4.4).

Ins srv – insurance service code.

Online operator – checked box indicates that booking operations on behalf of the operator are performed via the Internet.

Reports use – receipt of schedule and tariffs information.

Seat booking – permission to book seats within the system without producing a ticket.

Baggage booking – permission to book baggage (reservation of space for baggage).

Ticket sale – permission to sell ticket via the system and process a ticket for booked seats.

Seat return – permission to cancel booing (without processing financial records of return) and return seats to the system.

Ticket return – permission to return ticket via the system and process financial records to complete ticket return process and return the money for the ticket.

Work with groups – permission to process group transportation (book seats for organized groups of passengers sized more than 9 people).

No cashier – permission not to print out the ticket after booking.

Special booking – permission to work with special booking.

Do not check agency when registering – cancels verification of values in "Agency" fields in the operator and console cards performed after system logon (when the system is set to check the "Agency" fields, the operator will not be able to access the system unless the operator and the console belong to the same agency).

Access under OCC – authorizes to access the resource blocked by OCC (booking for raids that are closed for sale).

Booking out of DBK – booking outside the depth of booking (booking for raids that are outside the depth of sales).

UBL management – permission to edit UBL cards (used blanks).

Agency supervisor – permission to browse archives of transactions completed by the operators of the supervisor's agency and book more than one seat for one passenger (only if "Archive supervisor" box is checked).

Airline supervisor – permission to browse archives of transactions with the flights of the supervisor's airline (only if "Archive supervisor" box is checked).

Archive supervisor – permission to access any archive (if the "Agency supervisor" or "Airline supervisor" fields are completed, access will only be granted to the agency archive or airline archive, accordingly).

Browse resource – permission to browse information on the flights and raids, as well as tariff information.

Edit resource – permission to edit information on the flights and raids, as well as tariff information.

Read cards – permission to browse all cards except access catalogs.

Write card – permission to edit entries in all catalogs except access catalogs.

View access rights – permission to browse access catalogs.

Edit access rights – permission to edit information in access catalogs.

Definition of access to raid report and detailed flight report

Access to raid report (see 5.3)

Depending on the values of **Airline** and **Unit** fields, as well as depending on the location of console, access to flights can be restricted, and the information report card provides different information on booking.

If the **Airline** field says "TCH", the value of the **Unit** field and its impact on the raid report will be as described below:

1 – access to all flights of all airlines whose resource is stored in the center

2 – access to all flights departing from the location of the console from which the request is sent (except transit flights)

3 – access to all flights arriving at the location of the console from which the request is sent (except transit location)

4 – access to all flights departing from and arriving at the location of the console from which the request is sent (except transit flights)

Any other value but 1-4 – access to all flights departing from and arriving at the location of the console from which the request is sent (including transit flights).

If the **Airline** field contains an airline code, the value of the **Unit** field and its impact on the raid report will be as described below:

1 – access to all flight of the specified airline

2 – access to all flights of the specified airline departing from the location of the console from which the request is sent (except transit flights)

3 – access to all flights of the specified airline arriving at the location of the console from which the request is sent (except transit flights)

4 – access to all flights of the specified airline departing from and arriving at the location of the console from which the request is sent (except transit flights)

Any other value but 1-4 – access to all flights of the specified airline departing from and arriving at the location of the console from which the request is sent (including transit flights).

Access to detailed flight report (see 6.5)

Depending on the values of **Airline** and **Unit** fields, as well as depending on the location of console, detailed flight report may include only part of the departing flights.

If the **Airline** field says "TCH", the value of the **Unit** field and its impact on the detailed flight report will be as described below:

1 – all flights departing from the airport

2 – all flights departing from the airport; information will be provided only if the console from which the request is sent is located in the same city as the airport

3, 4 – all flights for which the console location city is the point of arrival

Any other value but 1-4 – all flights arriving in the city where the console is located, including transit flights.

If the **Airline** field contains an airline code, the value of the **Unit** field and its impact on the detailed flight report will be as described below:

1 – all flights of the specified airline departing from the airport

2 – all flights of the specified airline, departing from the airport; information will be provided only if the console from which the request is sent is located in the same city as the airport

3, 4 – all flights of the specified airline for which the console location city is the point of arrival

Any other value but 1-4 – all flights of the specified airline arriving in the city where the console is located, including transit flights.

4.4   Wait list priority (PRT/WTL)

Wait list is used to distribute priorities among PNR created by different operators if all tickets for the raid have been sold out.

If tickets for the raid have been sold, the operator that has appropriate rights can create a PNR that will wait its turn (depending on the priority), and if any tickets become available, the PNR with the highest priority will be taken from the wait list.

Operator priority is set in the operators catalog (see **Ошибка! Источник ссылки не найден.**), and the system of priorities for any specific flight is created in the WTL table. If a WTL table has been created for the flight, and its values are in variance with the values specified in the operators catalog, priorities will be assigned in accordance with the WTL table.

To create or browse priorities for the flight, select **"Wait list priority (PRT/WTL)"** in the access management task list. The system will display the "Wait list priority" dialog window (Fig. 4.7).

Fig. 4.7

This form is used to browse and edit the priorities list for an airline or a specific flight.

Browsing the priorities list

To browse the priorities list for an airline, enter the airline code in the **Airlines** field (select from the airlines catalog, see 3.1). If you need to see the priorities list for a specific flight, enter the flight number in the **Flight number** field (type on the keyboard or select from the airline's flight list). After completing the appropriate fields, click **"Show"**. Information will be

displayed in the table at the bottom of the window. Operator may edit the table if he has editing rights.

Description of fields in the "Wait list priority" window

Flight nr. – number of flight of the specified airline.

Agency – code of agency for which the priority is defined.

Class – code of class for which the priority is defined.

Operator – code of operator for which the priority is defined.

Console – code of console for which the priority is defined.

Priority – priority for the card, notifies the system of the card's relevance for definition of priorities of agencies, classes, consoles and operators. Used if any priorities overlap (e.g., separate cards were created for an agency and for an operator from such agency).

For cashier – priority for operators (cashiers), can be used to define priority of an agency, class or console.

For non-cashier – priority for operators (non-cashiers), can be used to define priority of an agency, class or console.

Description of buttons in the "Wait list priority" window

Add entry – opens the form for adding an entry to the priorities list.

Edit entry – opens the form for editing an entry of the priorities list.

Delete selected entries – removes selected entries from the priorities list.

Exit – return to access management task list.

A line in the priorities list can be created for each individual agency, class, operator or console, and priority can be defined for each of them.

Editing priorities list

Priorities list of the wait list can only be edited by airline operators. An airline operator may edit only entries of its airline. Agency operators are only allowed to browse the wait list priorities list.

To add or edit entries in the priorities list, use the corresponding buttons in the "Wait list priority" dialog window. These buttons open forms that are used to add and edit entries. All forms are managed consistently. An example of the form for adding an entry is shown in Fig. 4.8.

Fig. 4.8

Fields in the dialog window correspond to the fields in the wait lit priorities list.

Description of buttons in the "Add new entry (PRT/WTL)" window

Add entry – adds a new entry to the priorities list without closing the dialog window (i.e., you may create the next entry).

Add entry and exit – adds a new entry and exits the closes the dialog window.

Exit – closes the window without saving changes.

4.5   Browsing access rights (AR, ART)

This item on the Access Management menu is used ot receive information on access to airline flights for agencies, subagencies, consoles and operators. Access rights are defined based on the information specified in "Access: Airline" and "Access: Agency" cards (see 4.2).

To browse consoles' and operators' rights to access flight information, select **"Browse rights (AR, ART)"** in the Access Management menu. This will open the "Browse rights" window (Fig. 4.9).
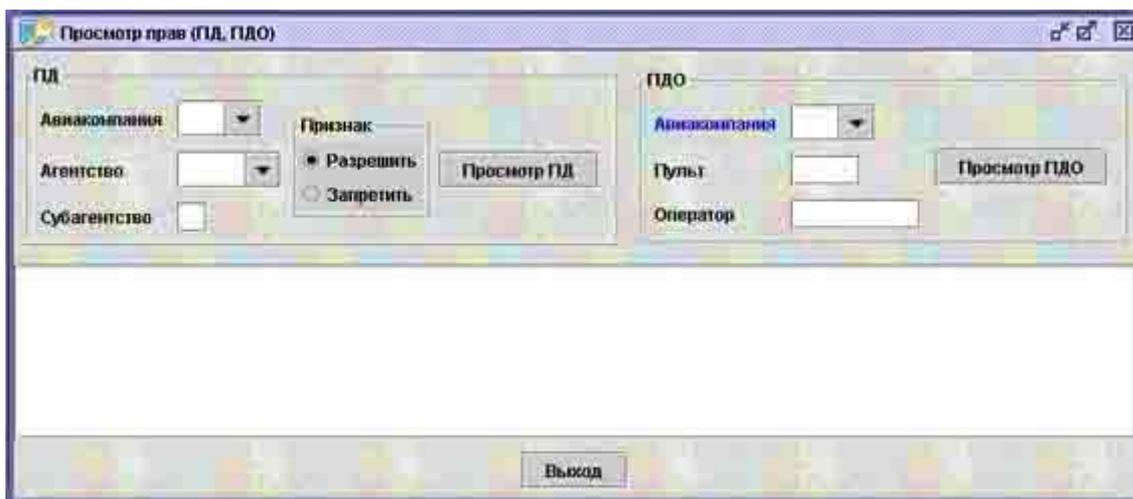
Fig. 4.9

The **AR** area of the dialog window contains fields that you may use to set the conditions of browsing the rights of agencies and subagencies. The **ART** area contains fields for setting conditions of browsing the rights of operators and consoles. The bottom area of the window is used to view search results, i.e. the lists of agencies, subagencies, operators and consoles with the specified rights.

4.5.1 Obtaining information on access rights of agencies and subagencies (AR)

List of agencies that are allowed/denied access to the specified airline

To browse which specific agencies are allowed/denied access to an airline, specify the airline in the **Airline** field (select from the airlines catalog, see 3.1), set the appropriate tag in the **Tag** box (Allow or Deny) and click **Browse AR**. If the Allow tag is checked, the list will show agencies that are allowed access to the airline; if the Deny tag is checked, the list will show agencies that are denied access to the selected airline.

List of airlines to which a specified agency has/does not have access

To browse which specific airlines the specified agency is allowed/denied access to, specify the appropriate agency code in the **Agency** field (select from the agencies catalog, see 3.4), set the appropriate tag in the **Tag** box (Allow or Deny) and click **Browse AR**. If the Allow tag is checked, the list will show airlines that the specified agency can access; if the Deny tag is checked, the list will show airlines that the specified agency cannot access.

List of airlines to which a specified subagency has/does not have access

To browse which specific airlines the specified subagency is allowed/denied access to, specify the appropriate agency code in the **Agency** field (select from the agencies catalog, see 3.4) and the subagency code in the **Subagency** field, set the appropriate tag in the **Tag** box (Allow or Deny) and click **Browse AR**. If the Allow tag is checked, the list will show airlines that the specified subagency can access; if the Deny tag is checked, the list will show airlines that the specified subagency cannot access.

4.5.2 Obtaining information on operators' and consoles' rights to access airline resources (ART)

If you need to know whether a console or an operator is allowed access to the selected airline, enter the code of the airline in the **Airline** field (select from the airlines catalog, see 3.1). Then enter codes of appropriate console or operator in the **Console** and **Operator f**ields. You may complete either one of the fields, or both of them, as appropriate. When the desired fields

have been completed, click **Browse ART**. The system will generate the following message: "ACCESS TO AIRLINE (airline code) IS ALLOWED/DENIED" (depending on the rights of the corresponding console or operator).

4.6   Consoles management (CSL)

This task is used to define rights of each console within the system. The consoles catalog (CSL) contains a list of all the consoles registered within the system. To create new cards and edit consoles information, select **"Consoles (CSL)"** in the access management task list. This will open the "Access: Consoles" form (Fig. 4.10).

Fig. 4.10

Description of fields in the Access card:

Agency – code of agency to which the console belongs (select from the agencies catalog, see 3.4).

Console – operational address of the console (console code made up of 6 characters).

City – code of the city where the console is located (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Office – code of the office where the console is located (select from the offices catalog, see **Ошибка! Источник ссылки не найден.**).

Subagency – code of consoles group (subagency) to which the console belongs (2 characters).

Status – current status of the console (the value is assigned automatically or can be selected from the dropdown list); the following values exist: "free" – not in operation; "busy" – in operation, used by operator; "blocked" – console is blocked, no operations with console are allowed; "mail first" – console will start work only after reading mail; "mail only" – console can only be used to read mail; "temp block" – console is temporarily blocked, no operations with console are allowed.

Airport – code of the airport where the console is located (select from the airports catalog, see **Ошибка! Источник ссылки не найден.**). If the console is not at the airport, the field will remain blank; if the console is located at the airport, it may be used for ticket sales up

till the time of flight departure; where appropriate access rights permit resource management, the console can be used only to manage flights that depart from the specified airport.

Transit – tag of affiliation to transit services; if checked, OCC requests will only be allowed one day before departure and on the day of departure.

Currency – code of currency that is used to display tariff information on the specified console (select from the base catalog or list of currency codes, see **Ошибка! Источник ссылки не найден.**).

Language – language that is used to display messages on the console; select from the dropdown list; may have any of the following values: "Russian" – messages will be displayed in Cyrillic letters, "English" – messages will be displayed in Latin letters.

Printer – use the dropdown list to select the type of printing device used by the console; select "none" if there is no printer.

Auto print – if checked, the ticket will be printed when sold; if unchecked, the ticket will not be printed and must be executed by hand.

Category – console category code that defines its rights within the system; may have any of the following values: "1" – cashier console, "2" – administrator console, "3" – programmer console (not used at this time).

ВКС – code of the booking center to which the console is connected (information field).

Access to 1C:Accounting – defines if the console can receive information for 1C:Accounting subsystem.

Online console – checked box indicates that booking operations on behalf of the console are performed via the Internet.

4.7   Sales offices (SLO)

The SLO catalog is used to specify ticket blanks on which tickets can be printed in the specific sales office using specific consoles. Several SLO cards can be created for each physical sales office, depending on which organizations' blanks are used to check permission to print tickets.

To create new cards and edit information on sales offices, select **"Sales offices (SLO)"** in the access management task list. This will open the "Sales offices" form (Fig. 4.11).

Fig. 4.11

       The top area of the card contains fields with information on the sales office. The bottom area of the card features tabs containing information on the restrictions for blanks use by consoles and sales offices when printing tickets for airline flights. Steps to complete the fields in the tabs are described in detail in the graphical terminal manual.

Description of fields in the Sales Offices card:

       SLO code – code of the sales office (8 characters).

       Airline – code of the airline that owns the sales office (select from the airlines catalog, see 3.1).

       City – code of the city where the sales office is located (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Name – name of the sales office.

       Agency – code of the agency to which the sales office belongs (select from the agencies catalog, see 3.4).

Address – address of the sales office.

       From – start of the period when conditions specified in the card become effective (optional parameter).

       Till – end of the period when conditions specified in the card are effective (optional parameter).

Description of tabs in the Sales Offices card:

       Blanks – contains a list of ticket blanks (owned by the airlines whose code is specified in the Airline field) that will be allowed for processing.

       Consoles – contains a list of consoles that will be allowed/denied processing of the specified blanks (permission or denial is set in other tabs).

       Flights – contains a list of flights and the tag of permission or denial to print tickets for such flights on the specified blanks (see Blanks tab). To set permission or denial to print tickets for the specified flights, use the check box in the "Tag" area. The tab is optional.

Airline – contains a list of airlines and the tag of permission or denial to print tickets for the flights of the airlines of the specified blanks (see Blanks tab). To set permission or denial to print tickets for the flights of specified airlines, use the check box in the "Tag" area. The tab is optional. If left blank, the conditions must be specified for all airlines.

Sales offices – contains a list of sales offices and the tag of permission to submit the PNR created in the specified sales office. To set permission or denial to submit PNR, use the check box in the "Tag" area. The tab is optional. If left blank, the conditions must be specified for all sales offices.

To deny access to PNR, the PNR must be associated with a specific sales office. To enable this, specify sales office code in the request to change current PNR session. This request is described in detail in the instructions on operations with sales offices in the text terminal.

Interface between Airlines and Flights tabs

Depending on the value set in the Tag box, you may allow or deny the designated consoles (see Consoles tab) to sell tickets for certain airlines (see Airlines tab) and flights (see lights tab) on the specified blanks (see Blanks tab).

- If the tag on the Flights and Airlines tabs is set to Allow, and provided these tabs contain code lists, tickets can be sold on the specified blanks for all the listed airlines and flights. If the airlines list is blank, tickets can be sold only for the flights specified in the flights list. If the flights list and the airlines list are both blank, the specified blanks cannot be used to sell tickets.

- If the tag on the Airlines tab is set to Deny and on the Flights tab – to Allow, and provided these tabs contain code lists, tickets cannot be sold on the specified blanks for all the listed airlines and can be sold for all the listed flights. If the airlines list is blank, tickets can be sold for all airlines.

- If the tag on the Airlines tab is set to Allow and on the Flights tab – to Deny, and provided these tabs contain code lists, tickets can be sold on the specified blanks for all the listed airlines and cannot be sold for all the listed flights. If the airlines list is blank, tickets cannot be sold for all airlines.

- If the tag on the Flights and Airlines tabs is set to Deny, and provided these tabs contain code lists, tickets cannot be sold on the specified blanks for all the listed airlines and flights. If the airlines list is blank, tickets can be sold for all the airlines and cannot be sold for all the flights specified in the flights list.

PNR association with sales office

To deny access to PNR, the PNR must be associated with a specific sales office. To enable this, specify sales office code in the request to change current PNR session.

Request format:

*+(AGN)/(Session)/(SLO)

Example:

*+19MOs/tch/00111111

Request to change session without SLO indication cancels PNR association to SLO.

Access to PNR prior to ticket issue, unless PNR has been transferred to a different sales office, is only allowed from the consoles of the agency where the PNR was created.

Using the request to change current session, you may transfer PNR to another sales office.

The following conditions must be observed to transfer PNR to another sales office.

The sales office to which PNR is transferred:

- Must be described in the card of the sales office to which the PNR currently belongs, and transfer must be allowed;

- Must belong to the agency that is allowed to book flights of airlines included in the PNR;

- Must belong to the agency that is allowed to process tickets on THC blanks (verification against TCH catalog);

- Must not include consoles that cannot be used to book tickets for flights of the airlines included in the PNR;

- Must be the sales office that is allowed to process tickets for flights of the airlines included in the PNR.

PNR transfer to another sales office

If the Sales Offices tab says Allow, PNR associated with the corresponding SLO can be transferred to the listed sales offices. If the Sales Offices tab says Deny, PNR cannot be transferred to the listed sales offices. If the sales offices tab says Deny, and the list is empty, PNR can be transferred to all sales offices. When permission to transfer to SLO has been verified, permission to access booking and ticket processing functions will be checked.

Upon completion of PNR transfer to another SLO, access to such PNR will be allowed both to the agent of such SLO, and to the agent of the certified agency where the PNR was created. Non-certified agencies will be denied access to the PNR created by them after transfer of such PNR to another SLO.

After transfer of PNR to another SLO, the PNR history will be updated with an entry indicating the agency code and number of SLO to which the PNR has been transferred. Agency code will be changed in the first line of PNR.

When PNR has been displayed on the agency's console, it can be transferred to another SLO provided the conditions listed above are observed (see PNR association with sales office). The list of SLOs where the PNR may be transferred is obtained from the SLO to which the PNR currently belongs. Therefore, if the agent that created the PNR transfer the PNR to some SLO and then initiates the same PNR for further transfer to yet another SLO, such agency must first cancel association to the former SLO. To complete this action, the agent must submit a request to change session without specifying the SLO.

For example, if PNR was created by agency "01TCH" at SLO 00117165 and lately transferred to SLO 00118580 of agency "19MOS", then for the agent from SLO 00117165 to transfer such PNR to SLO 00111111, such agent must:

Initiate PNR;

Cancel association with SLO 00118580 - *+01TCH/TCH

Transfer PNR to SLO 00111111   - *+01TCH/TCH/00111111

The card for SLO 00117165 must specify SLO 00111111 as allowed point of transfer for the PNR; agency 01TCH must be allowed to book tickets for flights of the airlines included in the PNR; agency 01TCH must be allowed to print tickets on TCH blanks; SLO 00111111 must be allowed to process tickets for the flights of airlines included in the PNR.

4.8   Console auto-creation info (CSI)

You may use this item of Access Management menu to browse information on the consoles that were created automatically.

To obtain information on the consoles, select **"Console auto-creation info (CSI)"** in the Access Management menu. This will open the "Console auto-creation report" dialog window (Fig. 4.12).

Fig. 4.12

Obtaining console information

To obtain information on a console, enter the code of the target console in the **Console** field and click **Show**.

Obtaining information on consoles of an agency

To obtain information on automatically created consoles of an agency, enter the code of the target console in the **Agency** field and click **Show.**

If you need to filter the resulting list, you may enter the target date in the **Creation date** field. The request will then result in a list of consoles that belong to the specified agency and were automatically created on the specified date.

Description of buttons in the "Console auto-creation report" window

Show – shows search results based on the parameters specified. If there are any consoles in the system that meet the specified parameters and were created automatically, the list of consoles with their respective creation dates will be displayed in on the left of the dialog window. If the target console does not exist in the system or it was created manually, the system will display the following massage: "No entries found at your request. Please try different parameters."

Clear – clears the fields in the dialog window.

Consoles – shows the consoles catalog (see 4.6).

To browser – converts request results into HTML format.

To table – converts request results into Excel format.

Exit – returns to Access Management menu.

4.9   Web-clients info

Sirena AS features a web-service that enables a variety of operations to be completed within the system via the Internet.

Information on virtual consoles and operators that perform certain operations (e.g., obtain information on the schedule, seat availability, or book seats) within Sirena AS is contained in the "Web-clients info" catalog.

To view information on such consoles and operators, select **"Web-clients info"** in the Access Management menu. The system will display a dialog window, as in the example shown in Fig. 4.13.

Fig. 4.13

Description of fields in the "Web-clients info" window

Search entries – this area is used to quickly search for any target entry. You may search by code of agency or console. Quick search process is described in "Quick search of catalog entry".

Consoles – list of online booking consoles that belong to the specified agency (see **Ошибка! Источник ссылки не найден.**).

Group code – agency's ID used for access to the web-service. This ID number is unique and is used by the web-service to identify incoming requests and define the console that will process the request.

Agency – code of the agency working with Sirena web-service (select from the agencies catalog, see 3.4).

Name – name of the agency working with Sirena web-service.

Client IP – IP address of the specified agency's server (optional).

E-mail (1) – e-mail address of the specified agency (optional).

E-mail (2) – additional e-mail address of the specified agency (optional).

Telephone (1) – phone number of the specified agency (optional).

Telephone (2) – additional phone number of the specified agency (optional).

IP address – IP address of BKC server (optional).

Port – BKC port number (optional).

Extra info – additional information on the connection parameters (optional).

<u>**Information on consoles for online booking**</u>

Click **Consoles** button to open the catalog of the specified agency's consoles that are used to perform operations in Sirena AS web-service. If the agency's console is listed in the catalog, such console cannot be physically used to perform any operations in Sirena system. See Fig. 4.14.

Fig. 4.14

Description of fields in the "Online booking consoles" card

Search entries – this area is used to quickly search for any target entry. Quick search process is described in "Quick search of catalog entry".

Group (client ID) – agency's ID number for access to web-service. This number is unique, expressly associated with the code and name of agency, and generated by the system automatically. This field is used by the web-service to identify incoming requests and define the console that will process the request.

Agency – code of the agency to which the console belongs (select from the agencies catalog, see 3.4).

Console – code of the console used for online booking (select from the consoles catalog, see 4.6).

Operator – code of operator for online booking (select from the operators catalog, see **Ошибка! Источник ссылки не найден.**).

Last request – date and time of the last request made to the system from the specified console.

Status – current status of the specified console; fields may have the following values: "free" – not in operation; "busy" – in operation, used by operator; "blocked" – console is blocked, no operations with console are allowed.

Used blanks – stock of blanks assigned to the specified online booking operator.

Series – series of the blanks stock used by the operator.

Initial number – number of the first blank in stock.

Last number – number of the last blank in stock.

4.10 Keys management

The system allows controlling consoles' access to the system. System administrators can allow or deny any console access to the terminal. These functions are controlled using special keys. A key is a sequence of symbols used to determine if a console is allowed to access Sirena AS. Keys have a definite validity period. To avoid pauses that may be caused by late submission of keys and failure to confirm keys in due time, each console has two keys – main and backup. User may obtain information on the keys of such user's console in the Settings dialog window (see graphical terminal manual).

Keys are generated in the course of the console's operation, after which the user sends them to the server to be stored throughout their validity period. Permission for the console to work with the system is checked by verifying the key of the console logging into the system against the console's key stored on the server. If keys do not match or any of the keys is missing, the console will be denied access.

When sending the key via Sirena system, the user sends to the system administrator a short key (digest) using any means of communication (e-mail, fax, etc.). Administrator confirms the console's access to the system using the short key.

System administrator manages keys using the **Keys management** form in the Access Management menu. When this form is selected, the system displays the Keys Management window (Fig. 4.15).
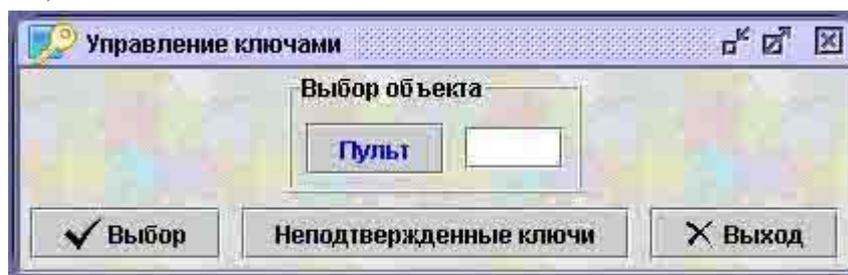
Fig. 4.15

Description of "Keys management" window

Console – code of the console whose keys the administrator intends to work with (can be selected from the consoles catalog, see 4.6).

Select – browse keys of the specified console.

Unconfirmed keys – click to work with unconfirmed keys.

Exit – return to the Access Management menu.

4.10.1   Management of keys of the selected console

System administrator may perform operations with keys of any console within the system. Enter the console code in the "Keys management" window and click **Select.** This will open the "Keys for terminal…" window (Fig. 4.16).
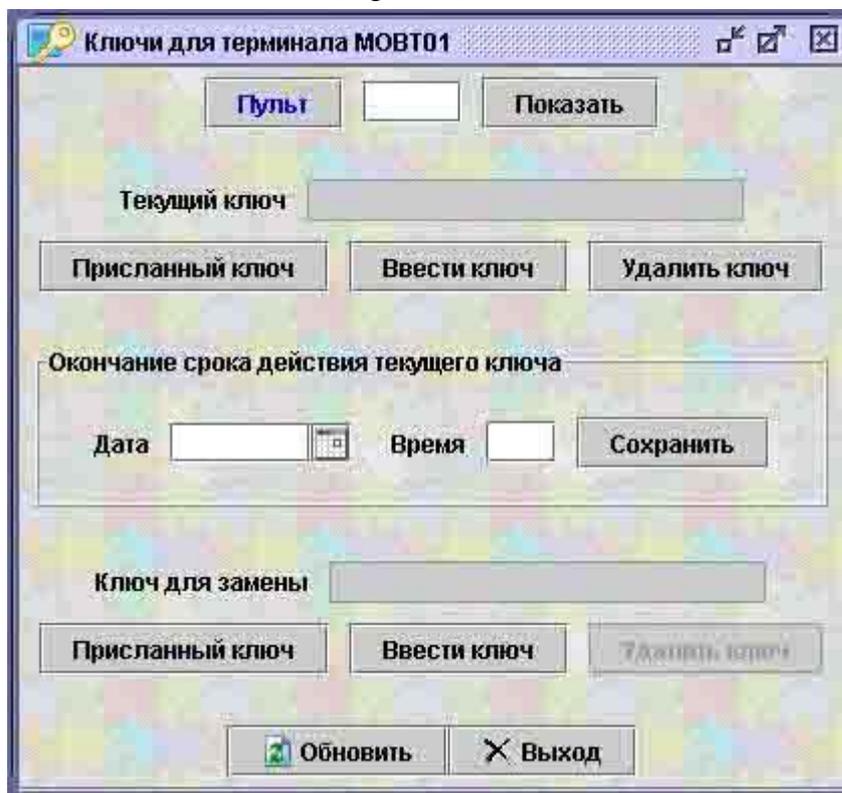
Fig. 4.16

Description of elements in the "Keys for terminal…" window

Console – code of the console whose keys the administrator works with.

Show – click to display information on the console whose code is specified in the **Console** field.

Current key – code (digest) of the current key.

Sent key – confirm the sent key. To do this, enter the key code (digest) in the dialog window that opens and select the type of key (current or for replacement).

Enter key – enter the new key manually. To do this, enter the complete key in the dialog window that opens and select its parameters (current or for replacement, in PEM format (special headings format) or without headings).

Delete key – click to delete current key; the key will be removed after confirmation.

Date – expiry date for the current key (by default, expiry date is set at one month after the date of confirmation of the corresponding key).

Time – expiry time for the current key (in HHMM format, current time is set by default).

Save – click to save expiry date and time for the current key.

Key for replacement – code (digest) of the key for replacement. You may perform the same actions with the key for replacement as with the current key.

Refresh – click to view changes made by other users if the dialog window was active for a long time.

4.10.2   Management of sent keys

Users generate keys and send them to the server, but a key must be confirmed to become active. Keys are confirmed by system administrator in the "Unconfirmed keys" dialog window (Fig. 4.17) that opens when you click the **Unconfirmed keys** button in the "Keys management" window.
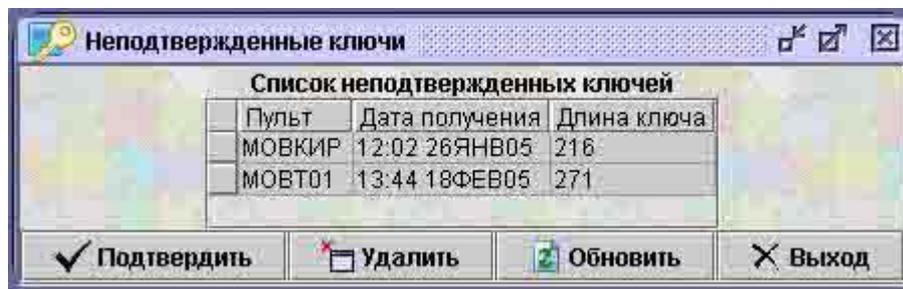
Fig. 4.17

This window contains a list of all keys sent by users that require confirmation.

Description of buttons in the "Unconfirmed keys" window

Confirm – confirms the sent key. To confirm a key, select the key code (digest) in the window that appears and select the type of key (current or for replacement).

Delete – click to delete the sent key.

Refresh – click to view changes if the dialog window was active for a long time.

Exit – return to the Keys Management menu.

5 Flight resource management

Management of resources within Sirena AS involves operations with tariffs and schedules. This function is used to enter all the appropriate information on flights of an airline.

You may use the Flight Creation Wizard feature to enter and edit information about flights. Flight Creation Wizard should be used when there is risk of missing any parameters at the time of flight creation (and this is always possible). Flight information can be edited without using Flight Creation Wizard when changes are insignificant and the user knows which information and in which specific field is to be adjusted (Wizard is inconvenient in this case, as it only allows you to switch from one dialog window to another in a certain order).

When using Flight Creation Wizard, you may stop working with the application at any time and resume during the next session.

Caution! Using Flight Creation Wizard, any user may create only one flight at any point in time! If you have launched the Wizard to create a flight, and then you need to create another flight, complete or terminate the current flight creation process, otherwise any data that you have entered so far will not be saved if you launch the second Wizard process!

To initiate flight management process, select **"Resource management"** in the task list. This will open the "Resource management" window (Fig. 5.1).
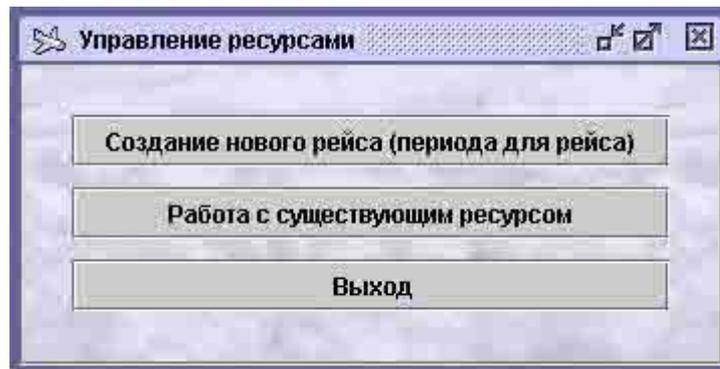
Fig. 5.1 – "Resource management" window

This window is used to select the type of resource that the user will work with, i.e. to create a new flight or edit an existing flight.

Description of buttons in the "Resource management" window

Create new flight (flight period) – create a new flight using the Wizard (see **Ошибка! Источник ссылки не найден.**).

Work with existing resource – create a new flight or edit information about an existing flight (see **Ошибка! Источник ссылки не найден.**).

Exit – return to the task list.

If you have not completed a flight creation process, the "Resource management" window will additionally show the **"Continue Wizard in current window"** and **"Delete Wizard data"** buttons.

The **"Continue Wizard in current window"** can be used to open the dialog window of the process interrupted during the previous session. The system will display a message warning you that data may be lost if Flight Creation Wizard is running and you are currently working with another flight.

The **"Delete Wizard data"** buttons can be used to delete information that you have entered in the Flight Creation Wizard process that is currently running.

A detailed description of operations with Flight Creation Wizard is provided below.

5.1   Creating a new flight in Flight Creation Wizard

Flight Creation Wizard enables incremental creation of a new flight by consistently moving from one dialog window to another and entering the appropriate data in these windows.

5.1.1 General tricks in Flight Creation Wizard

Flight Creation Wizard has a certain sequence of displaying dialog windows where a user with corresponding permissions may enter any appropriate information.

User may interrupt the Wizard process at any time and resume work during the next session.

Switching between windows

To switch between dialog windows, use the buttons at the bottom of each window: **Back, Next** and **Exit**.

Description of buttons

Back – return to the last window.

Next – go to the next window (if the button is dimmed, you cannot switch to the next window; this button is active only if data in the dialog window has been edited).

Exit – exit Flight Creation Wizard.

Exiting Flight Creation Wizard

You may interrupt flight creation process at any time when working with the Wizard. When you do so, you will be offered to delete all the information on the flight that you have already entered or to save it so that you can continue next time.

Click **Exit** to exit the Wizard. The "Exit Wizard" window will appear, where you must confirm that you want to exit and indicate whether you wish to save the information that you have entered.

Description of buttons in the "Exit Wizard" window

Delete data – exit Wizard without saving data and return to the "Resource management" window.

Exit Wizard – exit Wizard after saving data; the next time you launch a Wizard session, you can continue from the window where you last interrupted the process (on how to continue work in the Wizard, see above).

Cancel – continue working in the Wizard.

5.1.2 Flight Creation Wizard process flow

Launch Wizard

Create a flight (see 5.1.3)

Create schedule and route for the flight (see 5.1.4)
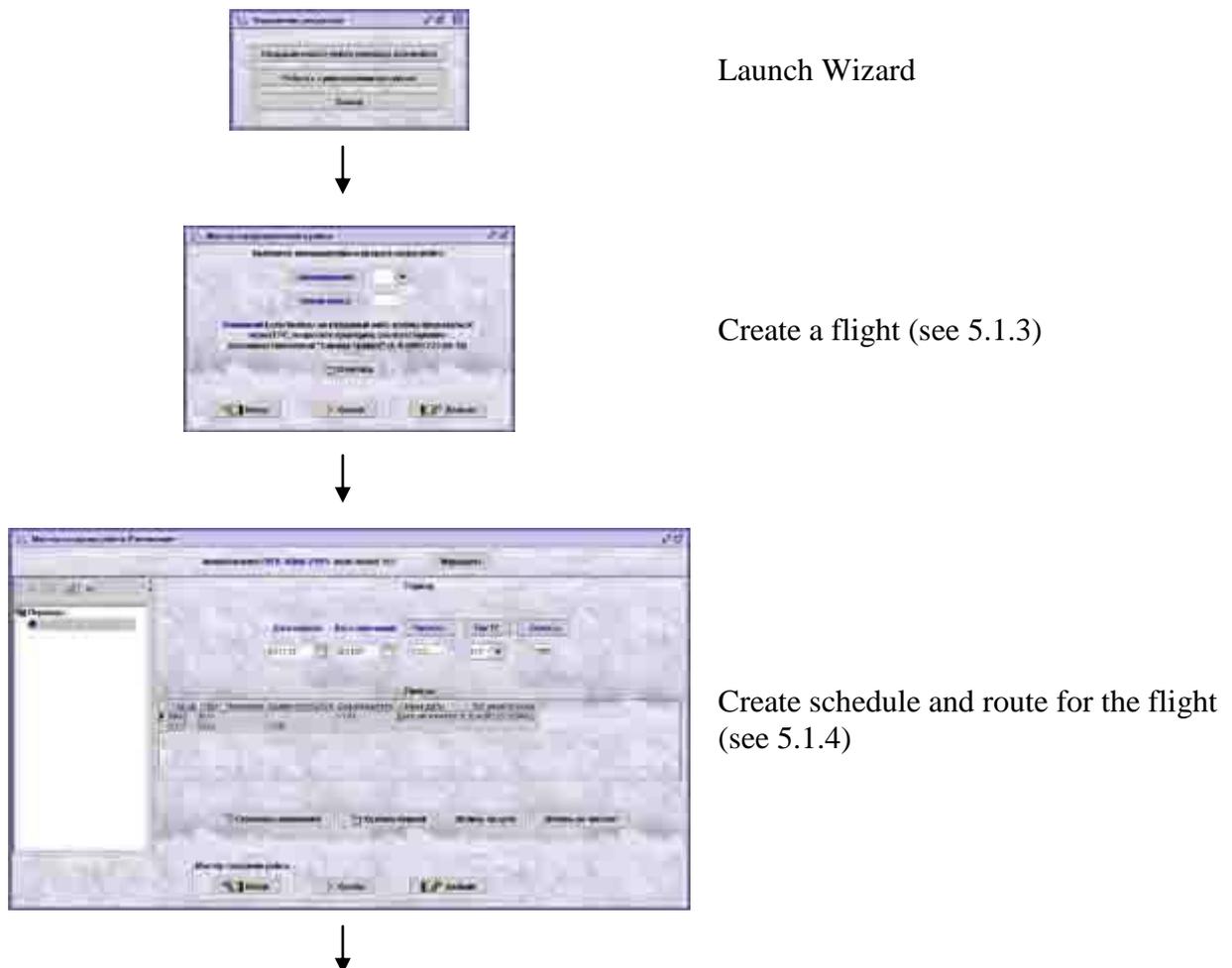
Create flight seat resource (see 5.1.5)

Check that raid creation conditions are observed; system warning message if appropriate data is missing

Define rights of access to the flight (equivalent to "Access management" process, see 4.2)
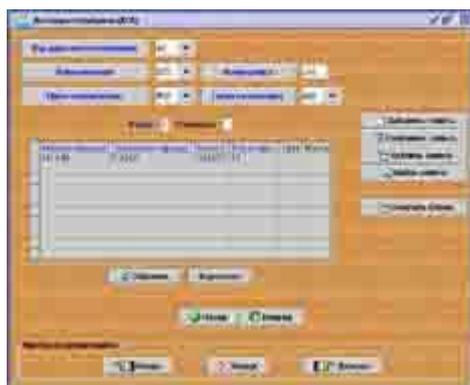
Allocate a proportion of seats on the new flight for special booking (see 5.1.6)

Create any necessary notes regarding the flight in the "Flight notes" catalog (see 5.1.7)

Create any necessary entries for the flight in the "Baggage rate" catalog (see **Ошибка! Источник ссылки не найден.**)

Create raids for the current flight (see 5.1.8)

Flight Creation Wizard results (see 5.1.9)

Each step of the Flight Creation Wizard process will be described in detail below.

5.1.3 Starting flight creation process in Wizard

To start working in Flight Creation Wizard, click **"Create new flight (flight period)"** button in the "Resource management" window. "Flight creation wizard" window will be displayed (Fig. 5.2).
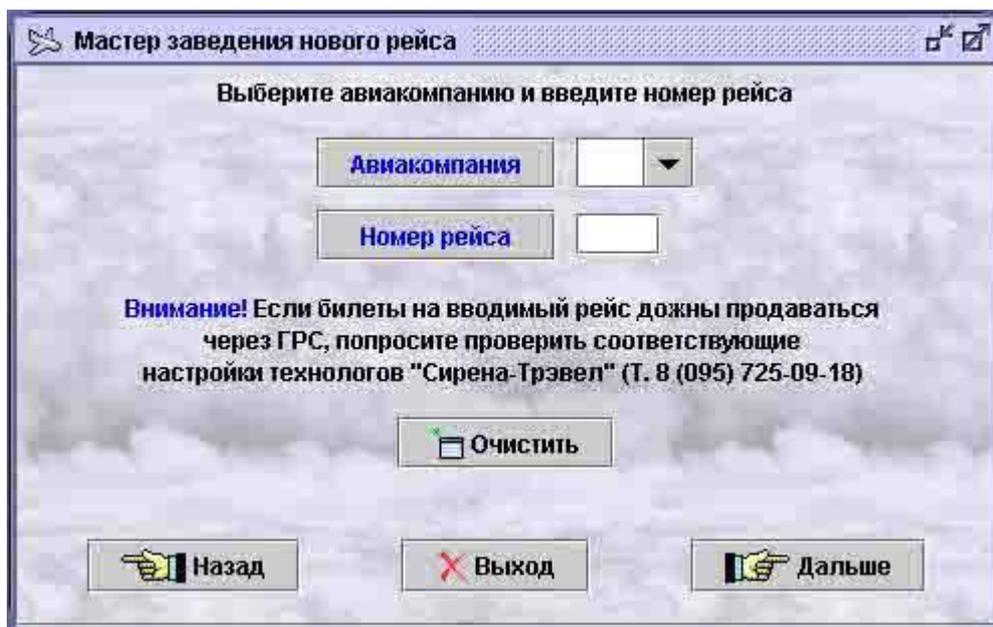
Fig. 5.2

Enter the airline code and flight number in the data fields of this window.

Airline – code of airline (select from the catalog, see 3.1).

Flight number – flight number may be new (not registered in the system), then a new flight will be created; you may also select the flight number from the list of airline's flight numbers (click "Flight number" button to open the flights list) – this will create a new period for an existing flight.

Clear – click to clear the fields in the dialog window from any previous entries.

To go to the next step, click **Next**.

5.1.4 Creating schedule for a flight (NK, RAS requests)

To create schedule for a new flight, use the "Flight creation wizard: Schedule" window (Fig. 5.3).

This window is used to create a list of periods when the new flight will be operation and locations of the flight. Period is a length of time during which flight parameters (terminal points, frequency, time of departure and arrival, etc.) remain unchanged. Flight frequency is determined for each period (i.e., days of the week when the flight is operated). A flight is characterized by the period and frequency. If flight periods overlap, the frequency in these periods must differ.

Fig. 5.3

The box on the left of the window contains a list of periods in the form of a "tree", and flight properties for each period are provided in the right-hand section of the window.

Working with the "tree"

The "tree" is a list of all the possible periods of the flight (if you work with periods) or its routes (if you work with routes). When you point the cursor at one of the "branches" of the tree, you will see all the information on the selected element in the right-hand section.

When you point the cursor at the top line, i.e. the root of the "tree", you will not see the right-hand section of the window. The tree can be edited. To perform different operations with the "tree", use the buttons in the top left-hand corner of Flight Creation Wizard.

Description of "tree" control buttons:

	View – explode/implode "tree" elements
	Create – create a new element of the "tree" structure
	Refresh – view changes in case of simultaneous editing from more than one console
	Legend – view prompt describing the color scheme of the "tree"

Description of fields in the "Flight creation wizard: Schedule" window

"Period" area

Start date – start date of the period (enter on the keyboard in DDMMYY format or select in the calendar).

End date - end date of the period (enter on the keyboard in DDMMYY format or select in the calendar).

Frequency – frequency of flight operation in the given period; enter on the keyboard or select in the special form by clicking the "Frequency" button (for details, see **Ошибка! Источник ссылки не найден.** - Editing frequency).

AC type – three-digit code of aircraft type (select from the Aircraft Types catalog, see **Ошибка! Источник ссылки не найден.**).

Classes – codes of seat classes onboard the plant (class codes are designated as follows: E – economy class, F – first class, B – business class; values are entered on the keyboard or selected from the special form by clicking the "Classes" button).

<div align="center">**"Locations" area**</div>

Information on the locations for the given flight is presented in a table. When a flight is created, the table has two lines by default (point of departure and point of arrival). You may add lines to describe any stopover points for the flight. Operations with tables are described in detail in the graphical terminal manual.

Description of fields in the "Locations" table

City – code of the city that is a location for the flight (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Port – code of the airport located in the city that is a waypoint for the flight (select from the airports catalog, see **Ошибка! Источник ссылки не найден.**); this field is optional for single-airport cities.

Terminal – code of terminal in the airport of the flight location (complete only if the airport has more than one terminal).

Arrival time – time when the flight arrives at the point of arrival (enter on the keyboard in HHMM format); mandatory field for terminal points and stopover points of the flight.

Departure time – time when the flight departs from the point of departure (enter on the keyboard in HHMM format); mandatory field for point of departure and point of arrival.

Date change – a property that indicates change of date; must be specified if the date of departure and date of arrival of the same flight are different (acceptable values: 0 – no date change, 1 – flight arrives on the next date, -1 – flight arrives on the previous date).

Check-in type – name of passenger check-in type for the flight (select from the check-in types catalog, see **Ошибка! Источник ссылки не найден.**).

Buttons in the "Flights creation wizard: Schedule" window

Save changes – save changes without exiting the dialog window.

Delete period (LK, RAS requests) – delete current period. Navigation periods are automatically deleted 30 days after the last raid of the period. For details, see "Deleting navigation periods (LK, RAS requests)".

Divide by date (DD request) – divide the current period in two by dates (the button opens a special form where you enter the date that will be the end date for the first semi-period).

Divide by frequency (DF request) – divide the current period in two by frequency (the button opens a special form where you enter the desired flight frequency); the action will result in two periods with different frequencies that start and end on the same dates.

Routes – opens the form for browsing and editing the schedule of routes of the new flight (similar to editing of periods and locations).

Deleting navigation periods (LK, RAS requests)

User may delete schedule periods in general or a navigation period that belongs to the given period.

To delete navigation period, select the desired period in the periods list (in the "tree" on the right of the window) and click **"Delete period"**. This action will open the "Delete navigation period" dialog window (Fig. 5.4). The window contains information on the selected period.
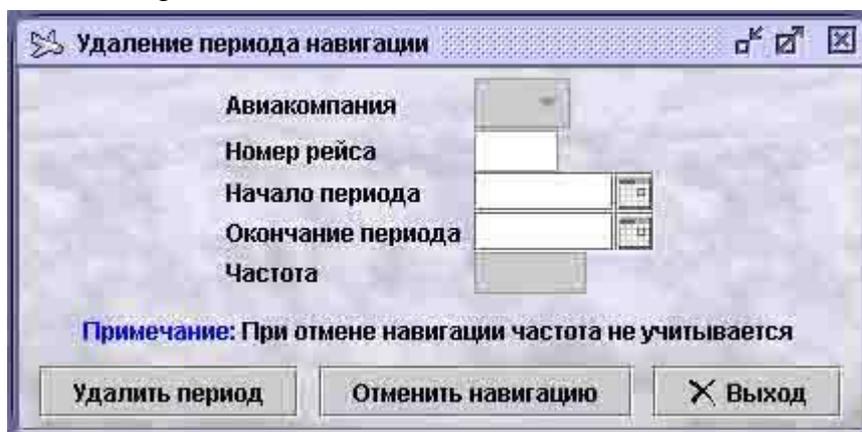
Fig. 5.4

You may edit data in the **Period start** and **Period end** fields in accordance with the dates of the period you wish to delete.

Description of buttons in the "Delete navigation period" window

Delete period – delete the specified period. The system will delete the period with the specified dates and frequency.

Cancel navigation – delete the specified period. Only the period with the specified dates will be deleted (i.e., when you delete a navigation period, the system may delete not only the specified period, but also some of the other periods that contain the specified dates).

New flight routes

A list of all routes for the new flight will be conveniently displayed in the routes window. You may switch to the routes window from the periods window (Fig. 5.3) using the **"Routes"** button. An example of routes window is shown in Fig. 5.5.
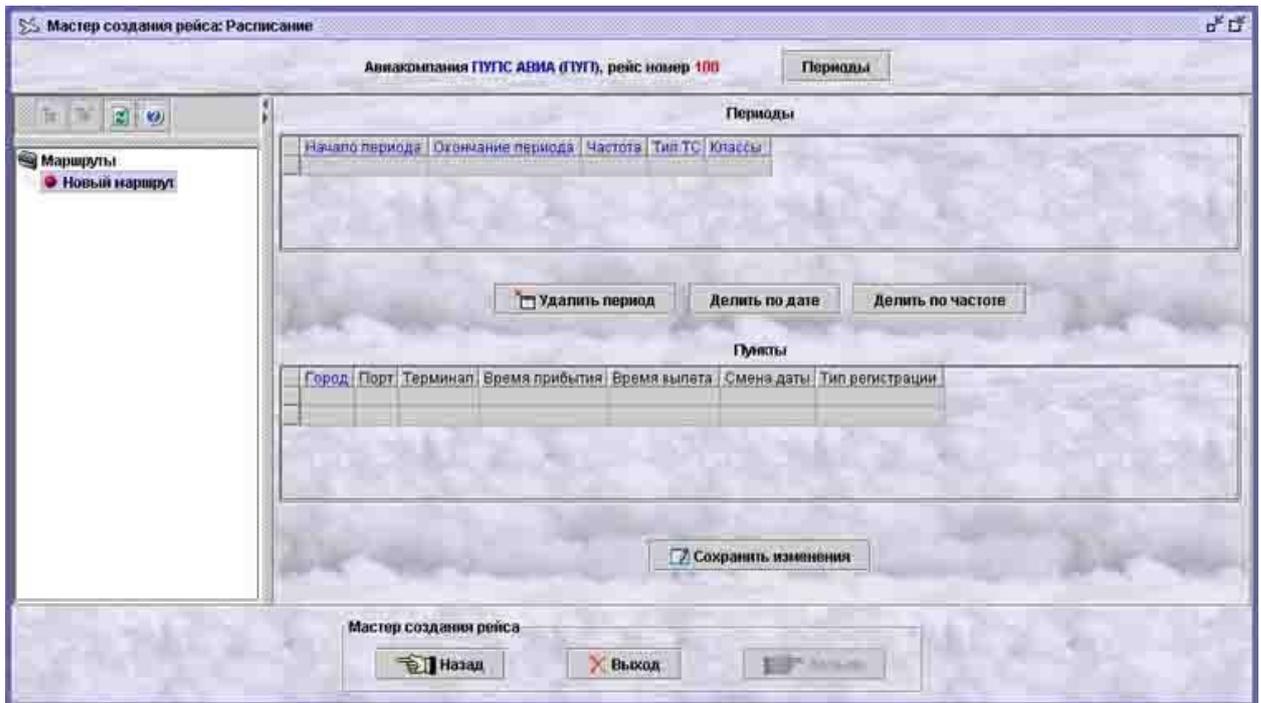
Fig. 5.5

You may specify navigation periods and locations of the new flight's routes in the routes window in the same manner as in the periods window. The routes window and the periods window of Flight Creation Wizard display the same information for one flight. This information is equally editable.

For a detailed description of different fields of the window and schedule editing techniques, see 5.1.4 above.

5.1.5 Creating resources for a new flight (NK, RES request)

Resources for a new flight are created in the "Flight creation wizard: Resources" dialog window (Fig. 5.6).

This window is used to set basic parameters of the aircraft that will service the flight and to distribute seats by class and by flight shoulder (in case of multi-shoulder flights), as well as to specify raids management requirements and instructions on wait list operations.

Fig. 5.6

Description of buttons in the "Flight creation wizard: Resources" window

"Resources definition period" area

Airline – code of airline.

Flight number – number of created flight.

Period start – start date of the period for which the resources are defined.

Period end – end date of the period for which the resources are defined.

Frequency – frequency of the flight for which the resources are defined (for details, see Editing frequency).

Airplane type – code of aircraft type (select from the aircraft types catalog, see **Ошибка! Источник ссылки не найден.**).

"Plane load" area

Weight limit – maximum payload of the airplane (kg).

Mean passenger weight – average weight of one passenger (kg).

Baggage rate (economy) – weight of baggage (kg) that an economy-class passenger is allowed to take on board free of charge.

Baggage rate (business) – weight of baggage (kg) that a business-class passenger is allowed to take on board free of charge.

Baggage rate (first) – weight of baggage (kg) that a first-class passenger is allowed to take on board free of charge.

"Interim booking" area

This area is used when seat resource is distributed by several inventory centers, as well as when tickets with seat numbers are sold for the flight. The area contains a description of the quantity and numbers of seats for each class that were transferred or received by the inventory center.

Which exact seats will be described here (transferred or received) depends on the specifications in the "Flight management" field. If the "Flight management" field says 1-"Shared" and tickets are sold with seat numbers, the "Interim booking" area must be completed.

Row, Seat – identifies the seat starting with which the system will successively remove seats from the resource for their placement on interim booking.

Seats qty – quantity of seats placed on interim booking.

<center>**Flight information**</center>

Flight management – the field is connected with the "Interim booking" areas; the value is selected from the dropdown list:

0-"Sirena – the flight is managed entirely by Sirena-2000 system; all seats on such flights are added to raids with the "vacant" tag, with exception of seats listed in the "Interim booking" field, which are added with the "in other system" tag (for details, see 5.5.2);

1-"Shared" – the flight is under shared management of Sirena-2000 system and other booking systems; all seats on such flights are added to raids with the "in other system" tag, with exception of seats listed in the "Interim booking" area, which are added with the "vacant" tag.

Sale type – defines if tickets are sold with seat numbers (1) or without seat numbers (0). Field value is selected from the dropdown list: 0-"W/o nmr." (tickets are sold without seat numbers; booked seats are registered by counters only; seat number appears in the ticket only when passengers check in for departure), 1-"With nmr." (tickets are sold with specific seat numbers; booked seats are registered against the cabin layout), 2-"GRS seats" (for creation of raids in GRS).

Sales management – defines the strategy for changing seat counters by class and subclass depending on the progress of sales. Field value is selected from the dropdown list: 0-"Separate" (separate – number of seats in a subclass depends on the delta between the logical sales limit and the number of sold seats; when a seat is sold in any subclass, available number of seats will be reduced only in that subclass); 1-"Separ w/restr" (separate with restriction – number of seats in the senior, more expensive subclass, cannot be less than in an inferior subclass; when a seat is sold in any subclass, available number of seats will be reduced only in that subclass); 2-"Network" (when seats are booked out in any subclass, seats will also be booked out in all senior subclasses; expensive seats are booked out sooner); 3-"Threshold" (when seats are booked out in any subclass, seats will also be booked out in all senior subclasses; cheap seats are booked out sooner).

Destination – code of the flight's destination (information parameter).

Wait list – information on wait list management. You may enter codes of wait list parameters in the field using the keyboard (the codes are described in detail in the instructions on resource management in the text mode). If user is not sure that he clearly remembers the codes of each parameter, such user may refer to a special form by clicking the "Wait list" button. Operations with the wait list are described in detail in "Wait list parameters". **Max length** – maximum length of wait list (equal for all subclasses); when the length of the list of passengers placed on wait list in any subclass reaches the specified value, no further placement on wait list will be allowed in that subclass. Length of wait list may be anywhere from 1 to 99. If the specified value is "0", the length of wait list equals 99.

Name change – the field describes the rules to be used if a passenger's name changes. You may enter codes of name change using the keyboard (the codes are described in detail in the instructions on resource management in the text mode). If user is not sure that he clearly remembers the codes of each parameter, such user may refer to a special form by clicking the "Name change" button. Operations with the name change form are described in detail in "Name change parameters".

<center>**Information on flight sales management**</center>

Raid creation depth – period of time between the date of automatic raid creation and the date of departure (days).

Seat sale depth – period of time prior to the departure of a raid when tickets for the raid can be sold (days; the value must not exceed raid creation depth).

Raid close depth – period of time prior to the departure of a raid when tickets for the raid can no longer be sold (days; the value must not exceed seat sale depth).

Close of sales catalog – number of card from the Close of sales catalog (COS) that contains the desired set of conditions for sale of seats from different subclasses (see **Ошибка! Источник ссылки не найден.**).

"Distribution of seats by shoulder" area

This area describes distribution of seats by subclasses for each route segment. Buttons with numbers stand for the corresponding route segments. Appropriate fields are used to enter designations of classes and subclasses of seats available in any given segment, as well as their quantity and parameters. The type of class/subclass is identified by one Cyrillic letter, number of seats – by numbers, and the conditions of seat use – by special symbols.

Symbols denote the parameters:

* - seat booking must be confirmed manually by the airline that owns the resource.

- subclass is closed for sales.

! – strict quota applies to seats in the subclass (number of seats that equals the quota may be sold in this subclass only).

0! – high-comfort subclass; strict quota is mandatory (if any subclass is marked as a high-comfort subclass, the number of seats in it cannot be specified; number of seats for a high-comfort subclass is specified through MKF booking).

Example: A10*! – ten seats are available in subclass "A"; need airline confirmation to sell tickets for these seats; strict quota applies to subclass.

Subclasses and conditions of their use in the segment are listed in the corresponding field with a comma.

The number of seats and sale conditions by class and subclass can be viewed manually or using the special form by clicking the button with the number of a corresponding route segment. Operations with "Distribution of seats by class" are described in detail in "Distribution of seats by class".

Caution! The "Distribution of seats by shoulder" area is a mandatory area. Number of seats in classes/subclasses must match the quantity of seats in the airplane whose code is specified in the "Airplane type" field (if tickets are sold with seat numbers)! If the specified number of seats exceeds the quantity of seats in the airplane, the system will produce an error message. If you leave the "Distribution of seats by shoulder" area blank, a raid will be created with no seats for sale. If you specify the number of seats which is smaller than the quantity of seats in the airplane, the delta of seats will be added to the seats of the cheapest class on the longest route segment.

"Mail" area

This area is used to specify the weight of mail load on the airplane (kg) by days of the week. If the resource is unavailable on any given day (the flight is not in operation), the corresponding field must remain blank.

Description of buttons in the "Flight creation wizard: Resources" window

Write and exit – exit the Flight Creation Wizard after saving changes.

Write – save all changes. When changes have been saved, you may create another card with resource description, for example, for a different period.

Periods list – display the list of periods to enable convenient selection of the desired period for resource creation.

Editing frequency

Flight frequency is identified by the days of the week when the flight is operated. Days of the week are designated as follows: 1 – Monday, 2 – Tuesday, etc. till 7 – Sunday. Frequency is of ultimate importance for operations with flight and raids.

To make identification of frequency more convenient in the graphical interface, the system includes a special form known as "Frequency editing" (Fig. 5.7).
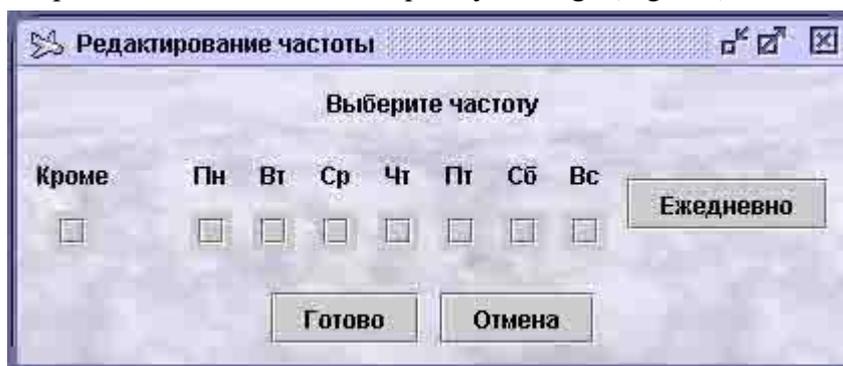
Fig. 5.7

To select frequency, check the boxes for the corresponding days of the week. If the **Except** box is checked, the flight will not be operated on the specified days of the week. Use the **Daily** button to select all days of the week.

To exit the form and save all changes, click **Ready**, after which the numbers of corresponding days of the week will be displayed in the **Frequency** field. Click **Cancel** to cancel frequency changes.

Wait list parameters

Wait list is of ultimate importance for the tickets sale process. It is used when tickets are no longer available for sale. Created PNR will be placed in queue waiting for any vacant seats. Wait list parameters for a flight determine the size of the wait list, confirmation process in case of ticket purchase, etc.

Wait list parameters for the flight are defined when flight resources are created and edited. An example of "Wait list parameters" window is shown in Fig. 5.8.
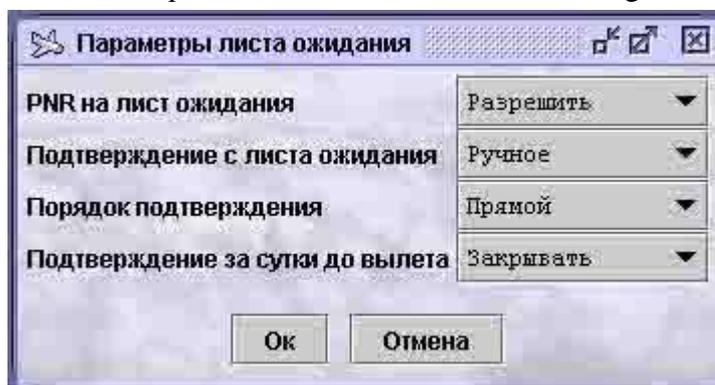
Fig. 5.8

Wait list parameters

Values of wait list parameters can be selected in the dropdown list.

PNR for wait list – defines how wait list will be applied for the purposes of a specific flight (permission/denial to use wait list); if wait list is denied, its other parameters become irrelevant (will be ignored).

Confirmation from wait list – select automatic or manual withdrawal from wait list.

Confirmation process – defines the process of request approval from wait list if seats become available for sale: direct (a seat is reassigned to the oldest request on the wait list) or reverse (a seat is reassigned to the latest request on the wait list).

Confirm 1 day to departure – permission/denial of automatic withdrawal from wait list one day before departure: "Close" – close the wait list one day before departure; "Open" – leave the wait list open one day before departure. If the wait list is closed, PNR will still be queued, but they can no longer be confirmed automatically.

Name change parameters

It is necessary to control changes of passenger names to avoid ticket fraud. Rules of changing names of passenger who buy tickets for any given flight may be introduced in the "Name change parameters" window. Denial to change name does not apply to the operators that are airline supervisors, nor to agents who have resource editing rights.

An example of "Name change parameters" window is shown in Fig. 5.9.
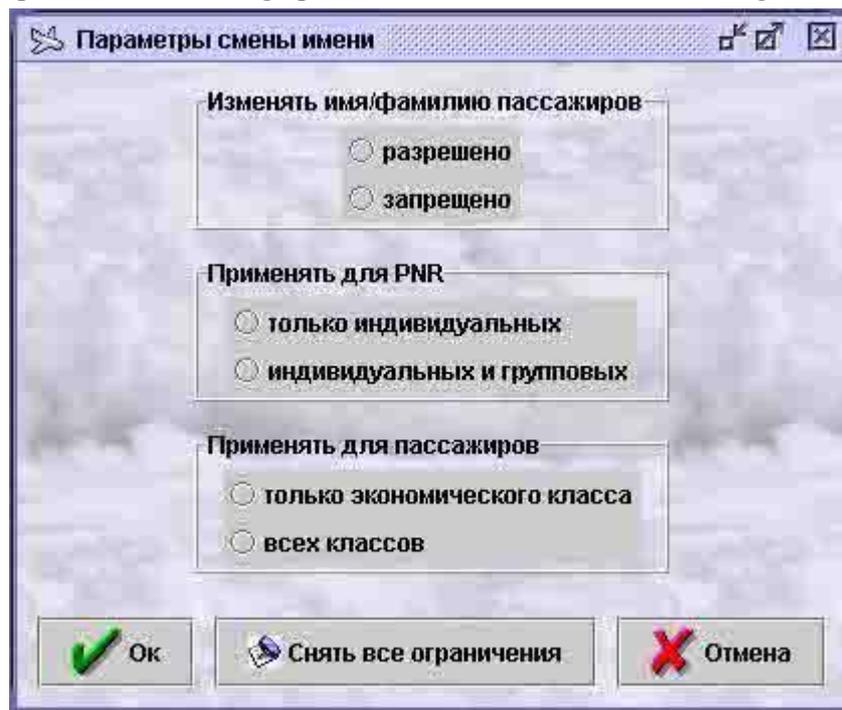
Fig. 5.9

Name change parameters

To assign name change parameters, use the corresponding toggle buttons.

Change passenger first/last name – "allowed" – first and last names of passengers on the flight can be changed; "denied" – first and last names of passengers on the flight cannot be changed.

Use for PNR – "individual only" – you may change first and last names of individual passengers only; "individual and group" – you may change first and last names of all passengers (those who bought tickets as individuals or as group members).

Use for passengers – "economy class only" – you may change first and last names of economy class passengers only; "all classes" – you may change first and last names of passengers of all classes.

Cancel all restrictions – cancel all name change restrictions.

Distribution of seats by class

A special form named "Distribution of seats by class" is a more convenient way to distribute seats on a flight by classes and subclasses. An example of "Distribution of seats by class" window is shown in Fig. 5.10.

Fig. 5.10

The "Distribution of seats by class" form includes all classes and subclasses with which an operator may work within the system. For more details on booking subclasses, refer to Appendix (see 14.1).

Specify the number of seats in subclass in the "Seats qty" column next to the class (subclass) designation. To edit the seats quantity, double-click on the table cell. The total number of seats in the main classes must not exceed the number of seats of these classes available on board of the plane that runs the flight (the number of seats assigned by the planner will be verified against the maximum payload of the airplane and the layout of seats in case if tickets are sold with seat numbers). If the "Sale type" field says "0 (w/o nmr.)", then the planned payload of the airplane will be checked against the specified maximum payload of the flight when information is entered for each flight shoulder. If maximum payload is smaller than the planned payload, seats will be added automatically. Seats are distributed by subclasses at random. Sale conditions are assigned in the remaining columns using check boxes.

In the "Confirm ARL" column, specify if there is need for manual confirmation of sale in a subclass by the airline that owns the resource.

In the "Close for sale" column, you may close certain subclasses for sale using check boxes. Ticket sales for such subclasses will not be opened in accordance with the parameters

specified in the "Seat sale depth" field. To open sales of subclass seats, you will have to complete an additional manipulation.

If the "Strict quota" box is checked, the specified quantity of seats may be sold only in the given subclass.

The "Comfort" column is used to specify the comfort level of a class, for which the number of seats is specified in MKF booking. A comfortable subclass is definitely a subclass with a strict quota, therefore there is no need to specify strict quota for a comfortable subclass.

Basic classes (first, economy, business) cannot be appointed ad comfortable classes and cannot be subject to strict quotas. For this reason, check boxes in the corresponding cells of the "Distribution of seats by class" form are unavailable (dimmed).

5.1.6 Special booking provision contracts (SBC catalog)

This catalog contains information on the seats of a new flight that will be placed on special booking under special booking contracts. Based on the information specified here, certain seats on each new raid will be placed on special booking. All the information on special booking for a flight are stored in a special catalog (SBC). See Fig. 5.11.
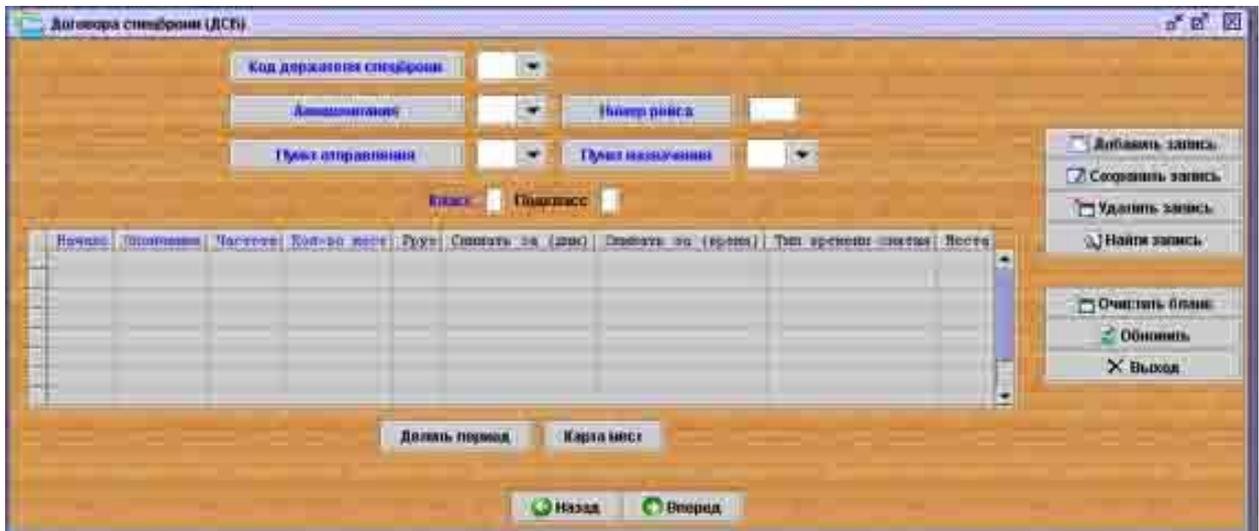
Fig. 5.11

Description of fields in the "Special booking catalog" window

Special booking owner code – code of the type of special booking used on the flight (select from the "Special booking codes" catalog, see **Ошибка! Источник ссылки не найден.**).

Airline – code of the airline operating the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight for which special booking is defined (enter on the keyboard or select from the list of the specified airline's flights by clicking "Flight number" button).

Point of departure – code of the city that is the point of departure for the flight (flight segment) for which special booking is defined (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the city that is the point of arrival for the flight (flight segment) for which special booking is defined (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Class – code of the class whose seats will be placed on special booking.

Subclass – subclass whose seats will be placed on special booking (only high-comfort subclass).

Period start – start date of the period when special booking conditions for the flight are effective.

Period end – end data of the period when special booking conditions for the flight are effective.

Frequency – frequency of the flight for which special booking is defined (list day of the week numbers without separating character: 1 – Monday, 2 – Tuesday, etc. till 7).

Seats qty – number of seats placed on special booking (you may use the "Seats map" button to complete the field).

Cargo **– cargo reserve booked (kg).**

Cancel (days) **– number of days before departure.**

Time **– time of booking cancellation in HHMM format.**

Type of cancellation time – type of special booking cancellation time:

0 (hour of the day) – the "Hours" field specifies the time of the day when special booking is cancelled;

1 (hours before departure) – the "Hours" field specifies hours from cancellation of special booking until departure of the flight.

Seats – numbers of rows and seats placed on special booking (you may use the "Seats map" button to complete the field).

Description of buttons in the "Special booking catalog" window:

Divide period – divide the selected period by frequency and data (see "Dividing a period").

Seats map – show the map of seats to select specific seats for placement on special booking (for details on the seats map, see **Ошибка! Источник ссылки не найден.**).

5.1.7 "Flight notes" catalog (FLN)

The "Flight notes" catalog is used to store additional information on flights that cannot be included in standard flight data forms. The text of notes will be displayed on the seats availability screen upon request. See Fig. 5.12.
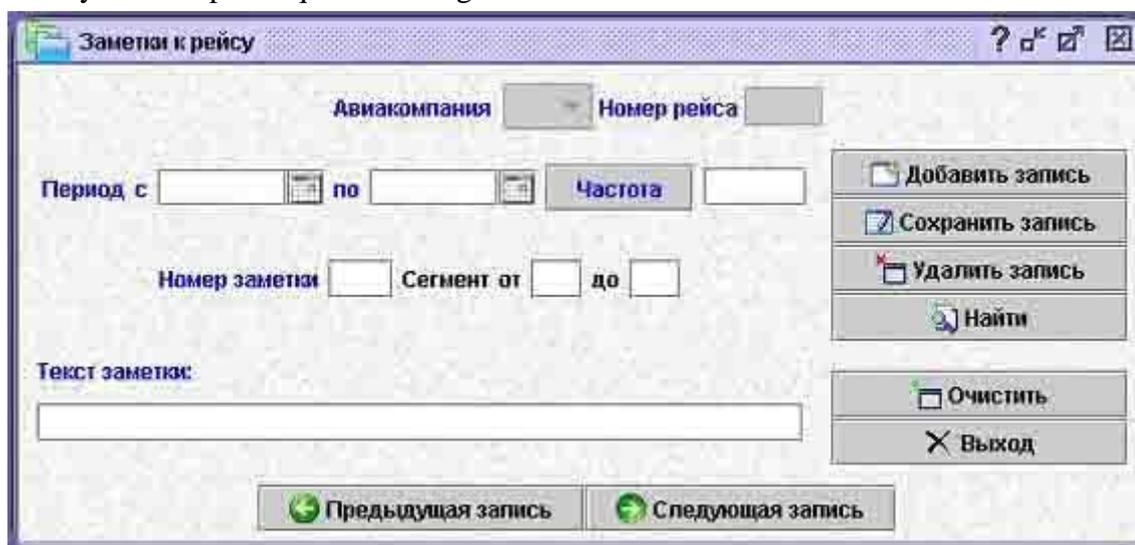
Fig. 5.12

Description of fields in the "Flight notes" catalog:

Airline – code of the airline that operates the flight (select from the airlines catalog, see 3.1).

Flight number – number of selected flight.

Period from … till… - the first and the last data of flight period (in accordance with flight description).

Frequency – frequency of selected flight (in accordance with flight description; complete the field with day of the week number without separating character: 1 – Monday, 2 – Tuesday, etc. till 7).

Note number – random number of flight note.

Segment

from – code of the city (and airport, in case of multi-airport cities) where the segment begins (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**)

to – code of the city (and airport, in case of multi-airport cities) where the segment ends (select from the base catalog or list of city codes, see **Ошибка! Источник ссылки не найден.**).

Text – text of note.

5.1.8 Raids creation (RC request)

A raid is the departure of an airplane for the specified flight route on a specified date.

In the "Raids creation" window of Flight Creation Wizard, you may create raids based on navigation periods of a specific flight and the periods of resource definition of a flight. When creating a raid for each day, the system defines, independently from other days, the period of navigation and the period of resource definition to which the specific day belongs.

If Flight Creation Wizard is not used for the purpose of raids creation, pay special attention to the period of time for which the raids are created. If the period specified in the dialog window already includes at least one raid, the system will think that raids already exist in the specified period and will not create any new raids.

The "Raids creation" dialog window is shown in Fig. 5.13.
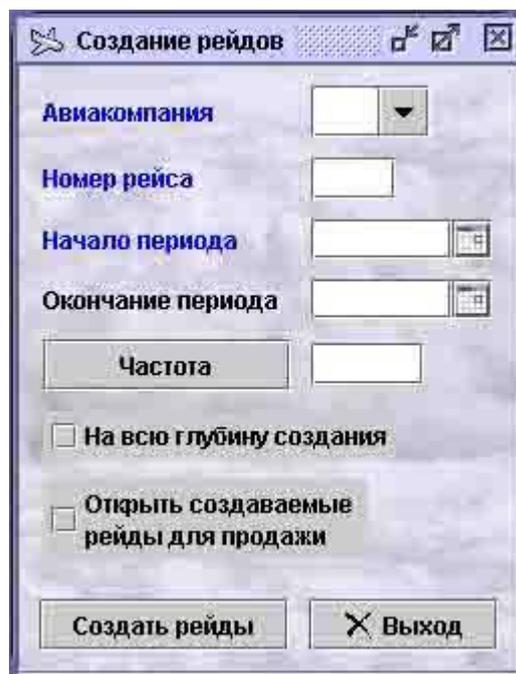
Fig. 5.13

Description of fields in the "Raids creation" window

Airline – code of the airline that will operate the flight.

Flight number – number of flight for which raids will be created.

Period start – start date of the period for which raids are created (must belong to the navigation period and the period of definition of resources for the specified flight).

Period end – end date of the period for which raids are created (must belong to the navigation period and the period of definition of resources for the specified flight); if blank, raid is created for one day only – the date specified in the "Period start" field.

Frequency – numbers of days of the week for which raids will be created (for accurate raids creation, the specified frequency must match the frequency identified during definition of flight resources); you may enter the numbers on the keyboard or use the form displayed when you click "Frequency" button.

For full depth of creation – if the box is checked, raids will be created for all navigation periods and periods of flight resource definition in accordance with the designated parameters; in this case, you do not need to specify the period and frequency in the dialog window.

Open created raids for sales – if the box is checked, raids will be open for sales immediately after creation; otherwise, sales need to be opened manually.

Description of buttons in the "Flight creation wizard: Raids creation" window

Create raids – create raids in accordance with the conditions specified in the corresponding fields of the dialog window.

New periods list – open the list of periods in the schedule of the flight for which raids are created, where you may select the desired navigation period for raids creation.

5.1.9 Completing work with Flight Creation Wizard

When you work with Flight Creation Wizard, you create schedule, define resources for the flight and crate raids. When you have completed all steps of the Wizard, the system will

display the following window: "Complete work with Flight Creation Wizard" (Fig. 5.14). In this window, you may browse information on the created periods of schedule and resources.
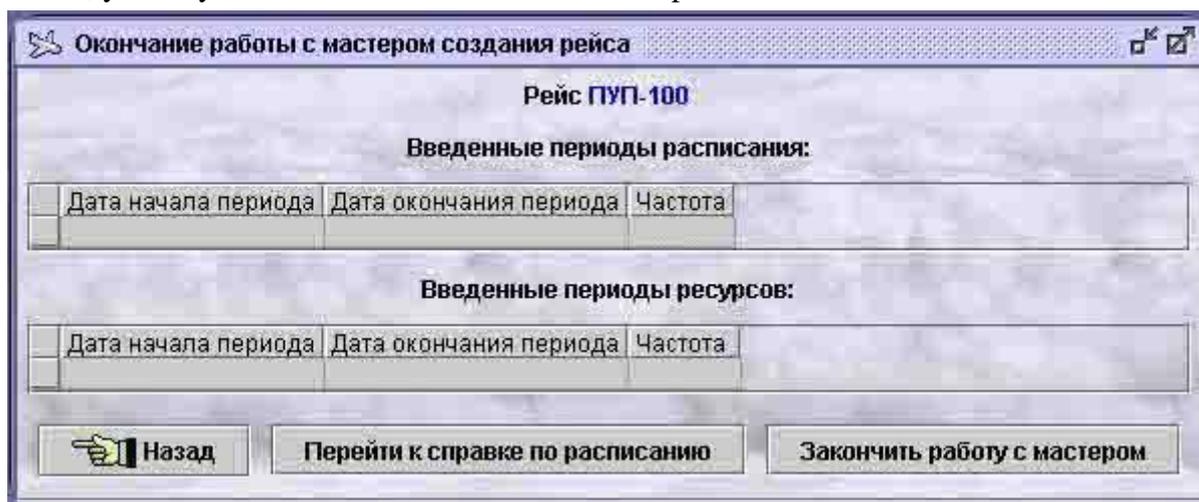
Fig. 5.14

Description of buttons in the "Complete work with Flight Creation Wizard" window

Go to schedule info – finish working with Wizard and go to the window showing the created flight information (a detailed description of schedule information is provided in **Ошибка! Источник ссылки не найден.**).

Close Wizard – finish work with the Wizard and exit.

5.2   Managing an existing flight

To browse and edit information on an existing flight, use the "Resource management" menu. To view information on a specific flight, click "Existing resource". This will open the "Resource management" window (Fig. 5.15).
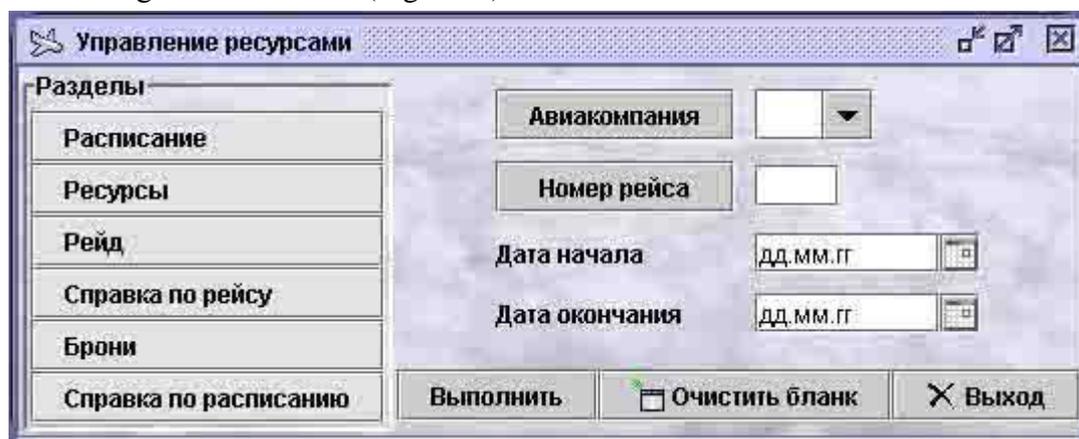
Fig. 5.15

The "Sections" area contains a list of information blocks on the flight. To go to an appropriate section, select the section by clicking on it (the background of the section name will be colored dark-grey) and click **Execute**.

Description of information sections

Schedule – click to process schedule and navigation periods for the selected flight (see 5.2.1).

Resources – click to process seat resource and its parameters (see 5.2.2).

Raid – click to view information on the raid and process raids (see 5.3).

Flight report – click to view information on the flight and status of raids (see **Ошибка! Источник ссылки не найден.**).

Booking – click to view information on booking and edit booking details (see 5.5).

Schedule report – click to view information on the flights in the specified period (see **Ошибка! Источник ссылки не найден.**).

Description of fields in the "Resource management" window

Airline – code of the airline that operates the flight (select from the airlines catalog, see 3.1).

Flight number – number of the desired flight (enter on the keyboard or select from the list of flights of the specified airline by clicking the "Flight number" button).

Start date – start date of the period on which the user wants to view information.

End date – end date of the period on which the user wants to view information.

Description of buttons in the "Resource management" window

Execute – show information on the selected resources.

Clear blank – clear fields in the dialog window.

Exit – return to the "Resource management" menu.

5.2.1 Operations with schedule

To work with the schedule of an existing flight, enter flight properties in the corresponding fields of the "Resource management" window (Fig. 5.15), select "Schedule" section and click **Execute.**

If you have the appropriate access rights, you may change schedule of the selected flight in accordance with the actual conditions. Operations with the schedule of the selected flight are equivalent to the operations with the schedule when you create a new flight. For details, see section 5.1.4 above. The difference of the "Schedule" dialog window from the corresponding window in Flight Creation Wizard is that it allows you to switch straight to the next desired dialog window (or return back to the "Resource management" window) with no need to complete any intermediate steps that you must take when working with Flight Creation Wizard.

An example of "Schedule" window is shown in Fig. 5.16.
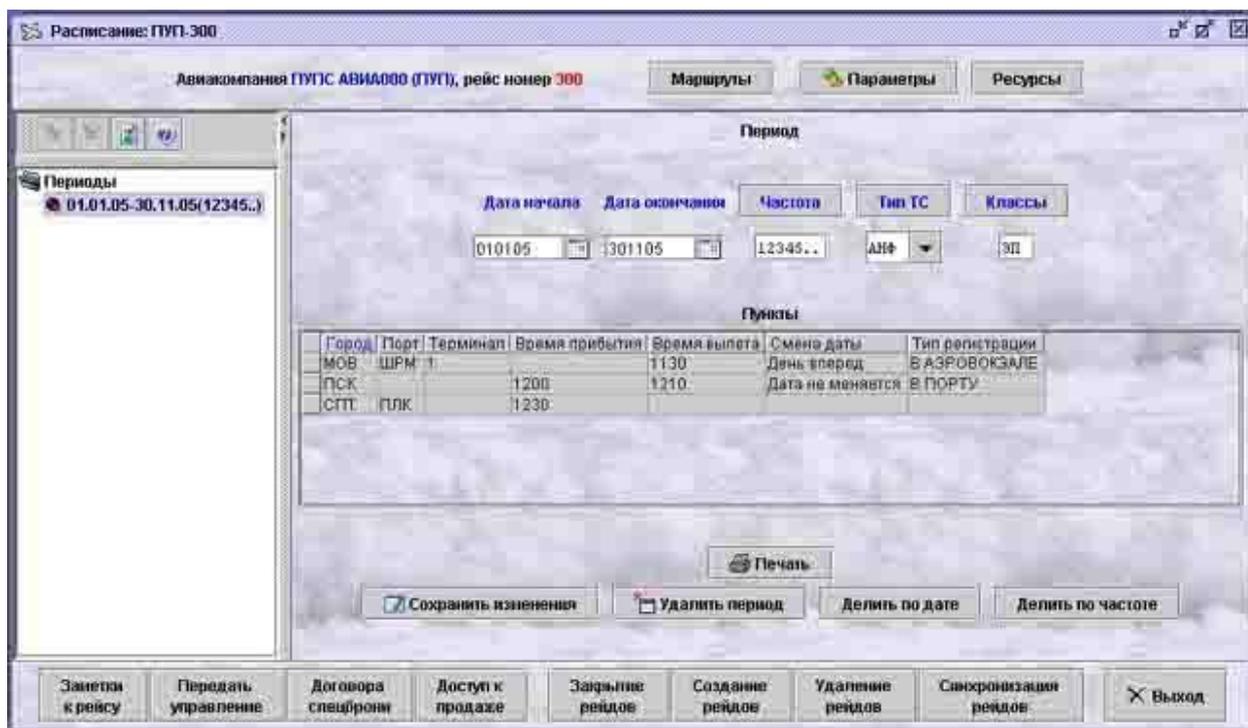
Fig. 5.16

Description of buttons in the "Schedule" window

Routes – switch to "Routes" window that shows information on all the locations of the flight in a user-friendly format.

Parameters – open the area containing information on flight parameters (airline, number, start and end date of the period, etc.); where necessary, you may change these parameters and view information on another flight without closing the "Schedule" window (see "Changing viewing parameters").

Resources – switch to "Resources" window (see 5.2.2).

Save changes – save changes made without closing the dialog window.

Delete period (LK, RAS requests) – delete the current period. For details, see "Deleting navigation periods (LK, RAS requests)".

Divide by date (DD request) – divide the current period in two by dates (the button opens a special form where you enter the date that will be the end date for the first semi-period).

Divide by frequency (DF request) – divide the current period in two by frequency (the button opens a special form where you enter the desired flight frequency); the action will result in two periods with different frequencies that start and end on the same dates.

Print – open the print form of the schedule window in HTML format for printing the schedule or saving it in an electronic format.

Flight notes – open the flight notes catalog (see 5.1.7).

Transfer management – open the "Flights management" catalog (see **Ошибка! Источник ссылки не найден.**).

Special booking contract – open the special booking contracts catalog (see 5.1.6).

Access to sales – open the "Access to sales" dialog window (see **Ошибка! Источник ссылки не найден.**).

Close of raids – open the "Close of raids" catalog (see **Ошибка! Источник ссылки не найден.**).

Raids creation (RC request) – open the "Raids creation" form (see 5.1.8).

Raids deletion (RD request) – open the "Raids deletion" form (see 5.7.1).

Raids sync (RS request) – open the "Raids sync" form to adjust the created raids in accordance with the schedule and/or flight resources when changing the schedule or resources (see 5.7.2).

Changing viewing parameters

When you work with information on the resources, you may change the parameters of viewing information on another flight, raid, etc. This can be done in the "Parameters" area, which is shown in an example in Fig. 5.17.
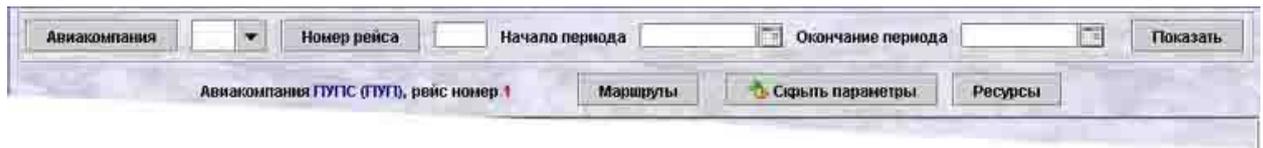
Fig. 5.17

The fields titled **Airline, Flight number, Period start,** and **Period end** are used to provide information on the resource. Change values of these fields and click **Show** to view information on another resource without closing the current dialog window.

5.2.2 Operations with flight resource

To work with the resources of an existing flight, enter the flight properties in the corresponding fields of the "Resource management" window (Fig. 5.15), select the "Resources" section and click **Execute**.

If you have the appropriate access rights, you may change the description of resources of the selected flight in accordance with the actual conditions. Operations with the resource of the selected flight are equivalent to the operations with the resource when you create a new flight. For details, see section 5.1.5 above. The difference of the "Resources" dialog window from the corresponding window in Flight Creation Wizard is that it allows you to switch straight to the next desired dialog window (or return back to the "Resource management" window) with no need to complete any intermediate steps that you must take when working with Flight Creation Wizard.

An example of "Resources" window is shown in Fig. 5.18. Unlike in the "Resources" window in Flight Management Wizard, information presented in this window is not editable. To edit information on the resource of the selected flight, use the lower row of buttons in the dialog window.
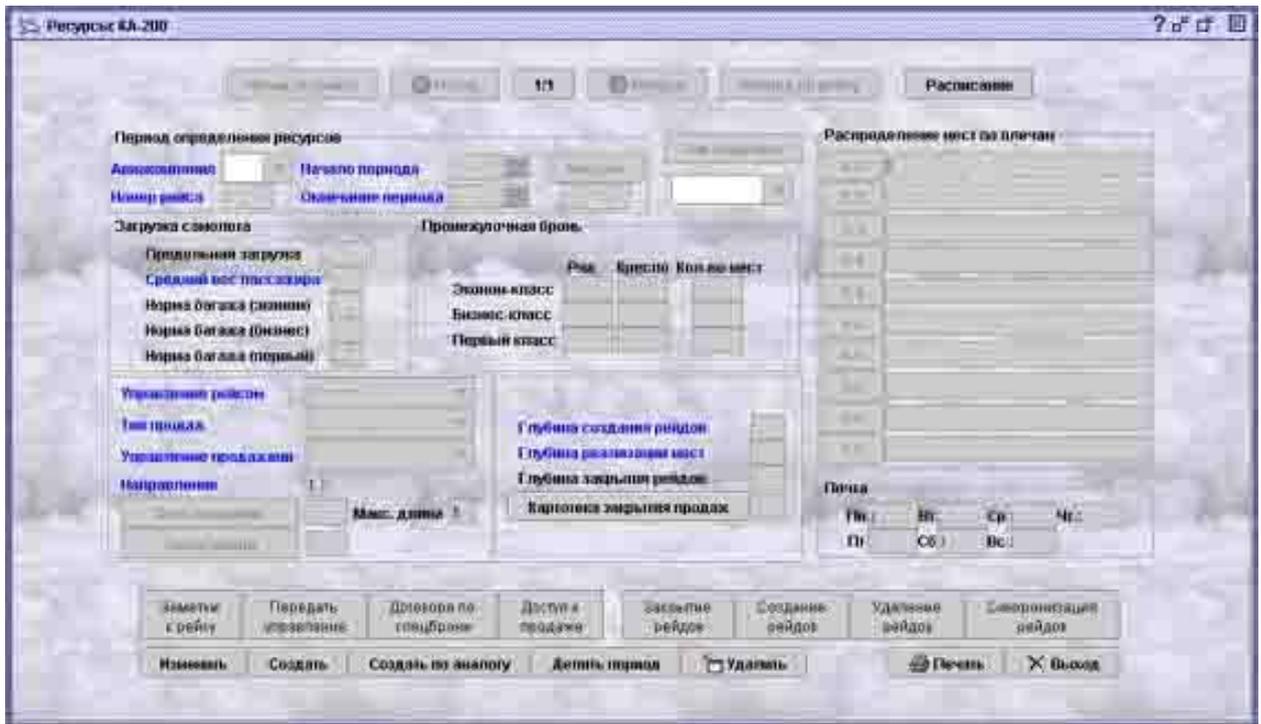
Fig. 5.18

A detailed description of fields in the "Resources" dialog window is presented in section 5.1.5 above.

Description of buttons in the "Resources" dialog window

Use the upper row of buttons to switch between schedule periods for which the resources are defined (**"Forward in flight"** and **"Back in flight"**). The **"1/2"** button (digits shown depend on the number of available navigation periods) is used to display information on the number of navigation periods for the flight (second digit) and the serial number of the period described in the current window (first digit). It is also used to refresh the information displayed in the "Resources" window. The recommendation is to refresh data if you work in the "Resources" window continuously for a long time (over 50 minutes).

Schedule – go to "Schedule" window (see 5.1.4).

Flight notes – open the flight notes catalog (see 5.1.7).

Transfer management – open the "Flights management" catalog (see **Ошибка! Источник ссылки не найден.**).

    Special booking contract – open the special booking contracts catalog (see 5.1.6).

Access to sales – open the "Access to sales" dialog window (see **Ошибка! Источник ссылки не найден.**).

Close of raids – open the "Close of raids" catalog (see **Ошибка! Источник ссылки не найден.**).

    Raids creation (RC request) – open the "Raids creation" form (see 5.1.8).

    Raids deletion (RD request) – open the "Raids deletion" form (for raids deletion, see 5.7.1 below).

    Raids sync (RS request) – open the "Raids sync" form to adjust the created raids in accordance with the schedule and/or flight resources when changing the schedule or resources (see 5.7.2).

Use the lower row of buttons to edit the flight resource.

Change – click to edit the current resource of the flight.

Create (NK, RES request) – create a new description of resource for a period.

      Create by analogy – crate a new description of resource on the basis of the current description.

      Divide period – divide the resource period by date and frequency (see "Dividing a period").

      Delete (LK, RES request) – delete current period of resource definition. When the resource has been defined, it will be deleted automatically 30 days after the last raid of the current period.

Exit – return to the "Resource management" window.

Dividing a period

      User may divide any existing period in two by date and frequency, as well as change the period's heading parameters without changing the internal information for the period.

      When you click **Divide period,** the "Division of period" window will be displayed (Fig. 5.19).
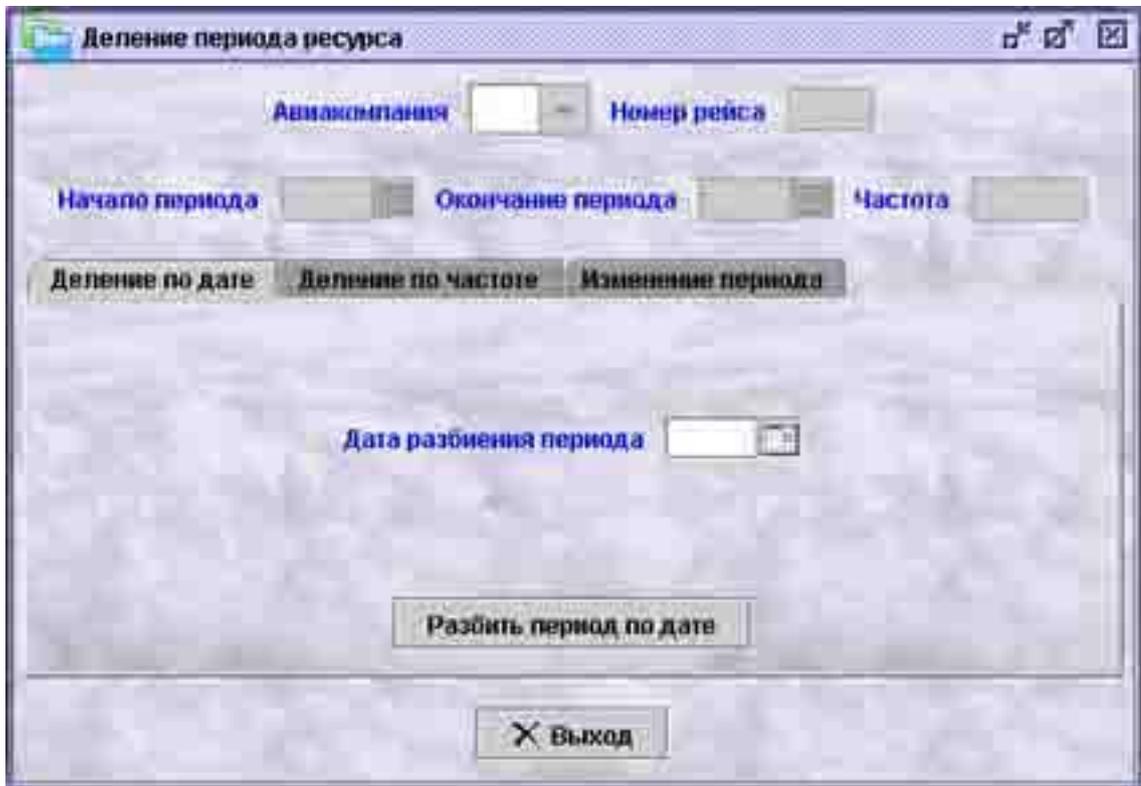
Fig. 5.19

      This window contains flight information with which the user is currently working and three tabs.

Description of tabs in the "Division of resource period" window

Divide by date (DD request) – divide the current period in two by dates; the date you specify will be the end date for the first semi-period.

Divide by frequency (DF request) – divide the current period in two by frequency; user must specify the target frequency; the action will result in two periods with different frequencies that start and end on the same dates.

Change period (CP request) – change start and end dates, as well as frequency for the period ("First new period" area). In this tab, you can create a new period with the specified start and end dates and frequency; all the remaining information for the new period will be copied from the existing period ("Second new period" area).

5.3   Raid report (RR request)

To obtain complete information on a raid, select airline code, flight number and the target date of raid in the "Resource management" window (Fig. 5.15). If the date is not specified, the system will display information report on the raid closest to the current date that has not yet departed. Next, select the "Raid" section and click **Execute**.

Another way to obtain raid information is to specify the date in the "Flight report" window (Fig. 5.21) and click the **Raid** button on the screen.

Depending on the operator's access rights and location of the console, access to flights may be restricted, and the information on booking provided in the raid information reports may differ (see "Access to raid report (see 5.3)")

The "Raid report" window will be displayed (Fig. 5.20).

Fig. 5.20

Description of fields in the "Raid report" window

Report parameters

General information on the raid is displayed in the top section of the window (airline code, flight number, raid date).

Show – click to show information on any raid without closing the active window (see "Changing viewing parameters").

Booking info – switch to the "Booking information" window (see 5.5).

Information on the raid

The second line of the window contains general information on the specific raid: full name of the airline, flight number, date, and day of the week. Use the **Back** and **Next** buttons to go to the next or previous raid (by date).

The **Status** area shows raid status (open/closed for sales by cashiers). If any class of the raid is closed for sales, the "?" character will be added to the word "Open". The same area can be used to show the level of system's control of the raid. If the raid is no longer under control of the system in accordance with the "Close depth" value, a message saying "No control" will be displayed in the top right-hand corner in a black box.

Information on the flight

Information on the flight to which the specific raid belongs is presented in a table.

City – code of the city that is one of the flight's locations.

Port – code of the airport located in the city that is a waypoint for the flight (leave blank for single-airport cities).

Terminal – code of the terminal in the airport of the flight's location (specify only if the airport has several terminals).

Arrival – time of the flight's arrival at the point of arrival (in HHMM format).

Departure – time of the flight's departure from the initial point of departure (in HHMM format).

Date change – a property that indicates change of date; must be specified if the date of departure and date of arrival of the same flight are different (acceptable values: 0 – no date change, 1 – flight arrives on the next date, -1 – flight arrives on the previous date).

Check-in type – name of passenger check-in type for the flight.

Delay – delay of the flight at a waypoint (blank – no delay; a number from 1 to 7 indicates the number of days of delay).

Return – ticket return parameter (0 – voluntary return, 1 – emergency return).

Departure parameter – raid status in the airport of departure (blank – normal status, "T" – raid in airport, "U" – raid departed).

The central section of the window contains information on the resources of the flight to which the raid belongs. Here you may see data specified in the corresponding fields of the "Resources" dialog window when the flight was created (see 5.1.5).

AC type – code of aircraft type (see **Ошибка! Источник ссылки не найден.**) if tickets are sold with seat numbers, or code of carrier vehicle type (see **Ошибка! Источник ссылки не найден.**) if tickets are sold without seat numbers.

Sales type – type of sale of tickets for the raid (without seat numbers / with seat numbers).

Actual psngr load – maximum number of passengers on raid base on physical parameters (maximum passenger load conditions are described in detail in the instructions on resource management in the text terminal).

Maximum load – maximum payload of the airplane (kg).

Passenger weight – mean weight of one passenger on the raid (kg).

Mail – used to specify the weight of mail for the airplane on the current raid (kg).

Sale depth – (raid sale depth) period of time prior to the departure of a raid when tickets for the raid can be sold (days).

Close depth – (raid close depth) period of time prior to the departure of a raid when tickets for the raid can no longer be sold (days).

BAGGAGE rate kg – baggage rate for passengers in each class.

Reserve kg – load reserve for booking of oversized baggage.

Seats withdrawn – number of seats in cabin that cannot be sold due to the specified load parameters.

Groups – number of groups that booked tickets for the raid.

Sale management – type of flight management (strategy for changing seat counters when selling tickets of a certain class/subclass).

Subclass management – parameters of close of sales for classes and subclasses (may be viewed in the corresponding field or in the card by clicking "Close of sales" button, see **Ошибка! Источник ссылки не найден.**).

Wait list **– codes of wait list parameters.**

Name change **– codes of name change conditions.**

Max wait **– maximum length of the wait list.**

Interim booking **– number of seats on interim booking.**

The right section of the window contains information on distribution of seats on raid by shoulders and by class of seats, as well as information on the progress of ticket sales.

Seats are distributed based on the information specified in the "Distribution of seats by shoulder" area of the "Resources" dialog window (Fig. 5.18). Distribution of seats must be specified for each shoulder by class and subclass, and information on the subclasses is provided after the information on the corresponding class. Seats data is broken down into blocks, each corresponding to one flight segment. Segment information block is marked with codes of the pair of cities that make up the segment.

MAX – maximum number of seats that can be sold in the given class on the given segment.

Vacant – number of seats available for sale (if manual confirmation is required for sale, the corresponding number of seats will be highlighted in a certain color).

Occupied – number of seats booked out in the given class/subclass.

WL – number of seats placed on the wait list in the given class/subclass.

A block of information on special booking is inserted after the information on classes and subclasses, where necessary. The number of seats allocated for special booking in each class is shown in the area of the corresponding class. The top line "Booking" specifies the overall number of seats booked in class. The next lines correspond to each booking holder. They contain the following information: code of booking holder (highlighted if booking requires reporting), balance of seats on special booking, and numbers of seats on special booking.

Description of buttons in the "Raid report" window

Transfer (TR request) – open "Transfer" dialog window to transfer passengers from a cancelled raid (for details, see 5.7.3).

Seats to/from system (S+, S- requests) – change of seat status to/from "in other system" (for details, see 5.5.2).

Weight parameters (CHW request) – change of weight parameters for the airplane payload (for details, see 5.7.10).

Delay (DL request) – set raid delay parameter (for details, see 5.7.11).

Raid status (ST request) – change of raid status (for details, see 5.7.13).

Passenger list (+ request) – view list of passengers with booked seats on the raid (for details, see 5.7.7).

Segments-subclasses (MS request) – open the "Subclasses" dialog window to enter or change subclass values for raid or period (for details, see 5.7.4).

Baggage rate (BG request) – change baggage rate for the specified raid or period (for details, see 5.7.5).

Notes – open "Raid notes" catalog (see **Ошибка! Источник ссылки не найден.**); open the card containing information on the current raid (if the font on the button is black, there are no notes for the current raid; when there are notes, the font turns green).

Raid parameters – change key raid parameters (for details, see **Ошибка! Источник ссылки не найден.**).

Seats map (SM request) – view map of seats on the raid with information on the location of vacant and occupied seats in the cabin; you may only view the map of seats if the type of sales for the flight is "with seat numbers" (for details, see 5.7.15).

AC change (CH request) – change the type of airplane and interim booking for the raid (for details, see 5.7.9).

Cargo (C+, C- request) – change the weight of cargo on the raid (for details, see 5.7.14).

Summary on groups (SAP request) – view information on the groups that depart from the specified airport on the specified date (for details, see 5.7.6).

Delete raid (DR request) – delete current raid, open "Raids deletion" dialog window (for details, see 5.7.1).

Exit – return to the "Resource management" window.

5.4   Flight report

Using the flight report feature, you may view any flight's route and schedule, dates of raids, as well as the dates when sales are closed or open.

To obtain complete information on a flight, open the "Resource management" window (Fig. 5.15) and select airline code and number of the flight you need to browse. Next, select the "Flight report" section and click **Execute**. The system will display the "Flight report" window (Fig. 5.21).

Fig. 5.21

Description of fields in the "Flight report" window

The top section of the window shows general information on the flight (airline code, flight number).

Show – click to generate report on any flight without closing the current window (see "Changing viewing parameters").

The second line of the window contains information on a specific flight: full name of airline and flight number, as well as the current date.

The middle section of the window contains information on navigation periods and flight route. Here you may see data specified in the corresponding fields of the "Schedule" dialog window when the flight was created (see 5.1.4).

Period start **– start date of navigation period.**

Period end **– end date of navigation period.**

Frequency **– flight frequency in the specified period.**

Departure time **– time of departure from the initial point of the route (time in HHMM format).**

Route – description of flight route in the specified period (codes of waypoints and, where necessary, airports – placed in an appropriate order).

AC type – code of carrier vehicle type in accordance with the code of airplane in the catalog of vehicle types (see **Ошибка! Источник ссылки не найден.**).

Black font is used to display information on current periods, grey – on previous periods, and orange – on future periods.

The bottom section of the window contains a chart of created raids in the form of a calendar. Dates in this calendar that represent raids are marked with different colors. Each color corresponds to a certain raid status. Color legend is provided on the right of the calendar.

Description of buttons in the "Flight report" window

Schedule – switch to the "Schedule" window to view and edit information on the current navigation period (see 5.2.1).

Resources – switch to the "Resources" window to view and edit information on resources of the current navigation period (see 5.2.2).

Booking – booking information for the current raid (see 5.5).

Raid – information on the raid for the current raid (see 5.3).

Raid status – changes in status of the current raid (see 5.7.13).

Exit – return to the "Resource management" window.

5.5   Booking report (BR request)

In the booking report, you may view complete raid information and information on seats of the raid placed on special booking. Information on special booking corresponds to the data specified for the flight in the "Special booking contract (SBC)" catalog (see 5.1.6).

To generate booking report, open the "Resource management" window (Fig. 5.15) and select the airline code, flight number and the desired date of raid. Next, select the "Booking" section and click **Execute**. If the date is not specified, the system will display information report on the raid closest to the current date that has not yet departed.

Another way to obtain information on a raid is to go to the "Flight report" window (Fig. 5.21), specify the desired date and click the **Booking** button on the screen. To quickly switch to booking report from the "Raid report" window (Fig. 5.20), click **Booking report** button.

The system will display the "Booking report" window (Fig. 5.22).

Fig. 5.22

Information fields in the "Booking report" window are equivalent to the corresponding fields in the "Raid report" (see 5.3).

The bottom section of the window contains information on distribution of seats on board and on the special booking for the raid seats. Information on seats is separated from special booking information by a horizontal line.

For details on distribution of seats by class and subclass, see 5.3.

A block of information on special booking is inserted after the information on classes and subclasses. The number of seats allocated for special booking in each class is shown in the area of the corresponding class. The top line "Booking" specifies the overall number of seats booked in class. The next lines correspond to each booking holder. They contain the following information: code of booking holder, booking cancel time (shown in the format "number of days before flight / cancel hour"; will be color-marked if changed manually, balance of seats on special booking, and numbers of seats on special booking. The number of seats on special booking will be highlighted in red if booking required reporting (as defined in the special booking codes catalog, see **Ошибка! Источник ссылки не найден.**) and in green if the report has been generated (see 5.5.5).

Description of buttons in the "Booking report" window

Holders – open the catalog of special booking holder codes (see **Ошибка! Источник ссылки не найден.**).

Cancel date (CD request) – move the date of booking cancellation for the holder of booking on a specific flight and date (see 5.5.1).

Contracts – open special booking contracts catalog (see 5.1.6).

Transfer seats from/to (B+, B- request) – move seats available for sale to special booking, or make booked seats available for sale (see 5.5.4).

Swap seats (BM request) – swap seats from one booking holder to another (see 5.5.3).

Delay – set raid delay parameters (see 5.7.11).

Reverse booking (RV request) – return seats allocated to another center for sale (see 5.5.5).

Notes - open "Raid notes" catalog (see **Ошибка! Источник ссылки не найден.**); open the card containing information on the current raid (if the font on the button is black, there are no notes for the current raid; when there are notes, the font turns green).

5.5.1 Moving special booking cancel date (BV request)

Special booking cancel date is set in the catalog of special booking holder codes (see **Ошибка! Источник ссылки не найден.**), but it may be changed for a specific date if necessary. You may change the date of special booking cancellation in the "Move cancel date" dialog window (Fig. 5.23) by clicking the **Cancel date** button in the booking report window.

Fig. 5.23

Description of fields in the "Move cancel date" window

Airline – code of the airline that operates the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight for which the booking cancel date is moved (enter on the keyboard or select from the flights list of the specified airline).

Start date – start date of the period when booking cancel date will be in accordance with the specified parameters.

End date – end date of the period when booking cancel date will be in accordance with the specified parameters.

Point of departure – code of initial route point (segment of route) for which a new booking cancel date is set (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the final route point (segment of route) for which a new booking cancel date is set (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Class – code of the class of seats for which a new special booking cancel date is set (B, E or F).

Booking holder – code of booking holder for whom the new special booking cancel date is set (select from the catalog of special booking holder codes, see **Ошибка! Источник ссылки не найден.**).

Days before – number of days before departure of the flight when special booking is cancelled and seats become available for sale.

Time – specific time (e.g., 12:00) of the day before departure when special booking is cancelled and seats become available for sale.

5.5.2 Transfer of seats from "in another system" status to vacant and back (S+, S- request)

The status of seats being sole may be "in another system". These are seats that exist on raid but are not offered for sale because they are sold using another system. Where necessary, you may change the status of such seats from "in another system" to make them free for sale, and vice versa, change the status of seats that are free for sale to "in another system".

If the flight is managed by Sirena-2000 system (the value in the "Flight management" field is "0 Sirena"), then seats from interim booking will have the "in another system" status. In case of shared flight management (the value in the "Flight management" field is "1 Shared"), all seats but those from interim booking will have the "in another system" status.

To transfer seats, use the "Transfer seats" dialog window (Fig. 5.24). In the booking report window, click **Seats to/from system** button to open it.

Fig. 5.24

Description of buttons in the "Transfer seats" window

Airline – code of the airline that operates the flight (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Flight number – number of flight for which the seats are transferred (enter on the keyboard or select from the flights list of the specified airline).

Date – raid date.

Class – code of the seat class from/to which the seats on interim booking (B, E or F) are transferred.

Number of seats – number of seats that will be placed on interim booking (or withdrawn from interim booking).

Seats – a list of specific seats that will be placed on interim booking (or withdrawn from interim booking); the field is mandatory if tickets are sold with seat numbers.

Transfer – the toggle box is used to define which specific operation will be completed with respect to the specified seats ("From" – transfer of seats from sales to interim booking; "To" – transfer of seats from interim booking to sales).

When seats are made free for sale, the system tries to add the seats specified in the list with the "vacant" tag to the raid. When doing to, the system checks if the status of the corresponding seats was "in another system" prior to transfer. If at least one seat from the list was tagged as "vacant", "occupied" or "absent" before the operation, the system will deny transfer.

When the status of seats is changed to "in another system" in case of sales with seat numbers, the system checks if all the seats included in the list of seats for transfer are vacant.

When the status of seats is changed to "in another system" in case of sales without seat numbers, the system verifies against seat counters on the raid that the corresponding class has enough vacant seats.

5.5.3 Swap seats between booking holders (BM request)

Where necessary, you may swap seats from one special booking holder to another. To do so, open the "Swap seats" dialog window (Fig. 5.25) by clicking the **Swap seats** button in the booking report window.

Fig. 5.25

Description of buttons in the "Swap seats" window

Airline – code of the airline that operates the flight (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Flight number – number of flight on which special booking seats are swapped (enter on the keyboard or select from the flights list of the specified airline).

Date – date of the raid on which the seats on special booking are transferred to another booking holder.

Point of departure – code of initial route point (segment of route) on which special booking seats are swapped (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the final route point (segment of route) on which special booking seats are swapped (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Class – code of the class of seats that are transferred to another booking holder (B, E or F).

From – code of booking holder from whom seats are taken in favor of another booking holder (select from the catalog of special booking holder codes, see **Ошибка! Источник ссылки не найден.**).

To – code of booking holder to whom seats are transferred from another booking holder (select from the catalog of special booking holder codes, see **Ошибка! Источник ссылки не найден.**).

Number of seats – number of seats to be swapped.

Seats – designations of seats swapped; to select the seats for swapping, you may use the seats map by clicking the "Seats" button (not completed if tickets are sold without seat numbers; for seats map details, see **Ошибка! Источник ссылки не найден.**).

5.5.4 Transfer seats from sale to special booking and back (B+, B- request)

To transfer seats from sale/to sale, open the "Seats from/to special booking" window (Fig. 5.26) from the booking report window by clicking the **Transfer seats from/to** button.

Fig. 5.26

Description of the "Seats from/to special booking" window

Airline – code of the airline operating the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight whose seats are transferred (enter on the keyboard or select from the flight list of the specified airline).

Date – date of raid whose seats are transferred.

Point of departure – code of initial route point (segment of route) on which special booking seats are transferred (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the final route point (segment of route) on which special booking seats are transferred (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Class – code of the class of seats that are transferred from/to special booking (B, E or F).

Booking holder – code of booking holder from whom seats are taken (to whom seats are transferred) (select from the catalog of special booking holder codes, see **Ошибка! Источник ссылки не найден.**).

Number of seats – number of seats to be transferred.

Seats – designations of seats transferred; to select the seats for transfer, you may use the seats map by clicking the "Seats" button (not completed if tickets are sold without seat numbers; for seats map details, see **Ошибка! Источник ссылки не найден.**).

Transfer – the toggle box is used to define which specific operation will be completed with respect to the specified seats ("To" – transfer of seats from sale to special booking; "From" – transfer of seats from special booking to sale).

In cases when, after the transfer of seats to special booking, the number of seats held by one booking holder exceeds 160, or the number of seats transferred from special booking to sale exceeds the number of seats of the given booking holder, the system will display the following error message: "TOO MANY SEATS".

5.5.5 Returning seats allocated to another center for sale (RV request)

To ensure adequate operation, you must enter information on the reverse booking seats into the system. Reverse booking seats are entered into the system with the "vacant" and "sold" labels. Reverse booking seats are returned no later than on the date agreed between the dispatcher who controls the use of reverse booking in the agency to which the booking was allocated and the head of the Operations Control Center that allocated such booking. Returned unsold seats will be released on sale.

When reverse booking has been returned, you may submit another return request. If you complete the "Number of seats returned" field with "X", receipt of reverse booking list will be cancelled, and the values of seat counters will not change.

You may return reverse booking seats in the booking report section from the "Reverse booking" dialog window (Fig. 5.27). To open this window, click the **Reverse booking** button in the booking report window.

Fig. 5.27

Description of fields in the "Reverse booking" window

Airline – code of the airline that operates the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight on which the reverse booking seats are returned (enter on the keyboard or select from the flights list of the specified airline).

Date – date of raid whose reverse booking seats are returned.

Point of departure – code of initial route point (segment of route) on which reverse booking seats are returned (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the final route point (segment of route) on which reverse booking seats are returned (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Class – code of the class of seats that are returned from reverse booking.

From – code of reverse booking holder (select from the catalog of special booking holder codes, see **Ошибка! Источник ссылки не найден.**).

Number of seats allocated – number of seats allocated for booking.

Number of seats returned – number of reverse booking seats that have not been sold and are being returned to the system for further sale (or "X").

Seats – numbers of the seats being returned that can be selected on the map of seats by clicking the "Seats" button (do not complete if all reverse booking seats were returned to the system unsold; for seats map, see **Ошибка! Источник ссылки не найден.**).

5.6   Schedule report (S request)

Using the schedule report, you may view information on all flights of an airline or obtain information at your option (flights of the airline on a specific date or flights between the specified city pairs).

There are several ways of viewing schedule information with the help of the "Resource management" (see **Ошибка! Источник ссылки не найден.**) and "Information requests" (see 6.3) sections. Enter the appropriate details to obtain the desired information. Schedule report will be generated in a special window (Fig. 5.28).

Fig. 5.28

The table contains a list of all the navigation periods by route segments that match request parameters. One line of the table contains information on one route segment for one navigation period. Connecting flights are highlighted in blue.

Description of fields in the "Schedule report" window:

Airline – code of the airline that owns the flight (in accordance with the airlines catalog, see 3.1).

Flight – flight number.

Classes – codes of classes available on the flight.

From – code of the city (or airport in a multi-airport city) that is the initial point of the route (in accordance with the catalogs of cities (see **Ошибка! Источник ссылки не найден.**) and airports (see **Ошибка! Источник ссылки не найден.**)).

To – code of the city (or airport in a multi-airport city) that is the destination point of the route (in accordance with the catalogs of cities (see **Ошибка! Источник ссылки не найден.**) and airports (see **Ошибка! Источник ссылки не найден.**)).

Time – time of departure.

Arrival – time of arrival and change of date parameter (as appropriate).

Start – start date of the navigation period.

End – end date of the navigation period.

Frequency – frequency of the flight.

Airplane type – code of the carrier vehicle type (in accordance with the catalog of vehicle types, see **Ошибка! Источник ссылки не найден.**).

Description of buttons in the "Schedule report" window:

Schedule (SP, RAS request) – switch to the "Schedule" window (see 5.2.1) with information on the selected navigation period.

Resources (SP, RES request) – switch to the "Resources" window (see 5.2.2) with information on the selected navigation period.

Delete period (LK, RAS request) – delete selected navigation period (see 5.1.4).

Divide period by date (DD request) – divide selected period in two by date (see 5.1.4).

Divide period by frequency (DF request) – divide selected period in two by frequency (see 5.1.4).

Flight notes – open the flight notes catalog to browse notes on the selected flight (see 5.1.7).

Transfer management – open the "Flights management" catalog (see **Ошибка! Источник ссылки не найден.**) to define the airline or agency that manages the selected navigation period for the flight.

Close of raids – open the "Close of raids" catalog (see **Ошибка! Источник ссылки не найден.**).

Raids creation (RC request) – creation of raids for the selected period (see 5.1.8).

Print – conversion of the resulting list of navigation periods by route segments in HTML format for further printing or saving in electronic format.

Parameters – change report display parameters (see "Changing report parameters").

Exit – return to the "Resource management" window.

Changing report parameters

You may change the conditions of displaying the schedule report by flight period and segment without closing the "Schedule report" window. To do so, click the **Parameters** button. The system will display the "Change report parameters" window (Fig. 5.29).

Fig. 5.29

Description of fields in the "Change report parameters" window

Airline – code of the airline operating the flight (select from the airlines catalog, see 3.1).

Flight number – number of the specified airline's flight for which the schedule report will be generated (enter on the keyboard or select from the flight list of the specified airline).

Start date – start date of the period for which the schedule report will be generated.

End date – end date of the period for which the schedule report will be generated.

Point of departure – code of initial route point for which the schedule report will be generated (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of final route point for which the schedule report will be generated (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

5.7 Operations with raids

5.7.1 Raids deletion (RD request)

The system allows you to delete existing raids, where necessary. You will not be able to delete a raid if any of the tickets for such raid have already been sold or booked. If a raid exists and deletion is permitted, such raid will be deleted permanently.

You may delete raids from the "Schedule" and "Resources" dialog windows. To open the "Raids deletion" form, click **Raids deletion** button. An example of the deletion form is shown in Fig. 5.30.
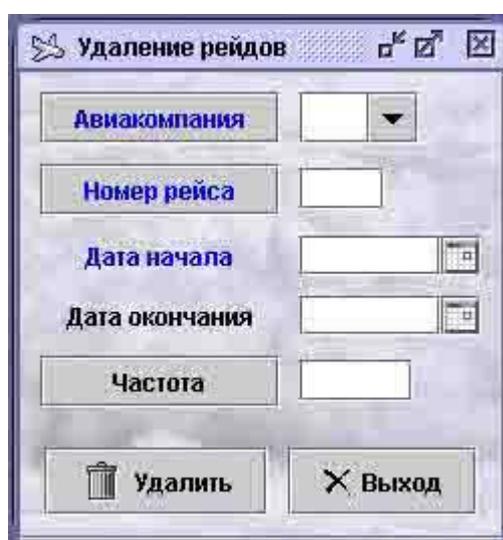
Fig. 5.30

Description of fields in the "Raids deletion" window

Airline – code of the airline operating the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight of the selected airline (enter on the keyboard or select from the flights list of the selected airline; to open the flight list, click "Flight number" button).

Start date – start date of the period to which the deleted raids belong.

End date – end date of the period to which the deleted raids belong.

Frequency – numbers of days of the week for which you wish to delete raids (you may specify frequency using the keyboard or in a special form activated by clicking "Frequency" button).

5.7.2 Raids sync (RS request)

If any changes to the schedule or flight resources occurred after creation of raids, synchronization is required to adjust raids in accordance with the schedule and flight resource parameters. It is possible that raids will be automatically created (if there is no raid on the date of flight operation), cancelled (if a raid exists on the date when the flight is not operated) or updated

(if raid parameters differ from those specified in the resources or schedule) during the synchronization process.

You may sync raids from the "Schedule" and "Resources" dialog windows. To open the "Raids sync" form, click the **Raids sync** button. An example of the sync form is shown in Fig. 5.31.
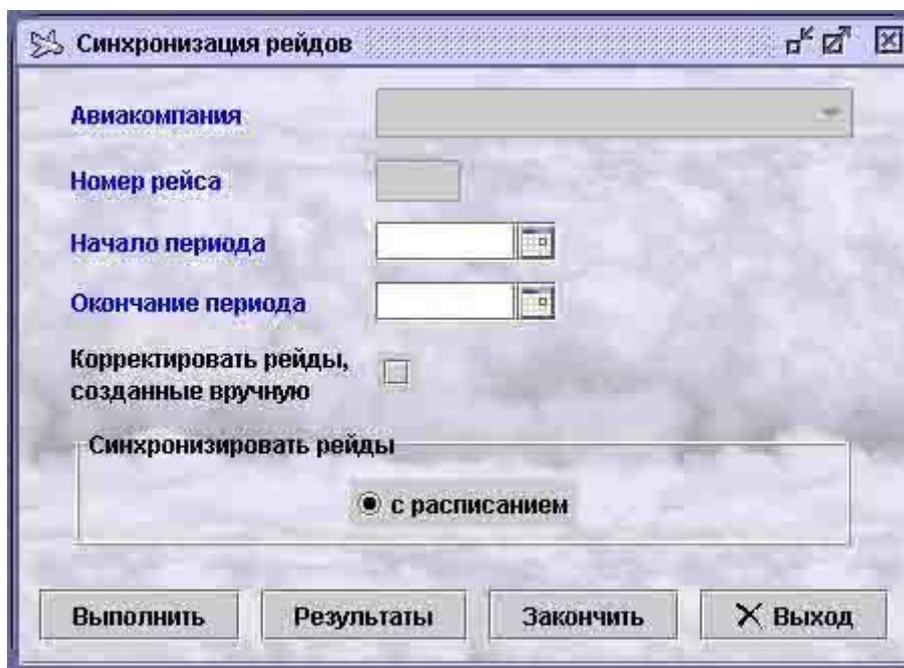
Fig. 5.31

Description of fields in the "Raids sync" window:

Airline – code of the airline operating the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight for which you wish to sync raids (enter on the keyboard or select from the flights list of the specified airline).

Period start – start date of the period for which you wish to sync raids.

Period end – end date of the period for which you wish to sync raids.

Adjust manually created raids – if the box is checked, raids that were created or changed manually will be adjusted in the sync process; otherwise, only raids that were created automatically will be synchronized.

Sync raids – toggle elements in this area define the basis for adjustment of raids.

with schedule – raids will be adjusted in accordance with the schedule information.

To synchronize raids, complete all mandatory fields in the "Raids sync" dialog window (when you open the form in the resource or schedule window, it will be completed automatically, but some fields can be edited). Next, click **Execute.**

When the sync process is complete, you need to view sync results in the "Sync results" window that is activated by clicking the **Results** button. Here you can see information on the raids that caused troubles with in the process of adjustment (for example, PNR were created, raid was cancelled manually, etc.).

After launching the synchronization process and viewing its results, you need to terminate the process by clicking the **Complete** button. Only when the sync session is completed, you may exit the dialog window by clicking **Exit.**

5.7.3 Transfer (TR request)

Automatic passenger transfer takes place if a flight is cancelled. Passengers who booked tickets for a given flight will be transferred to other flights. After the transfer, changes to flight parameters will be reflected in PNR.

Transfer may be completed by an operator who has appropriate access rights. Use the "Transfer" dialog window to complete a transfer. To open the window, click **Transfer** in the "Raid report" window.

An example of "Transfer" window is shown in Fig. 5.32.
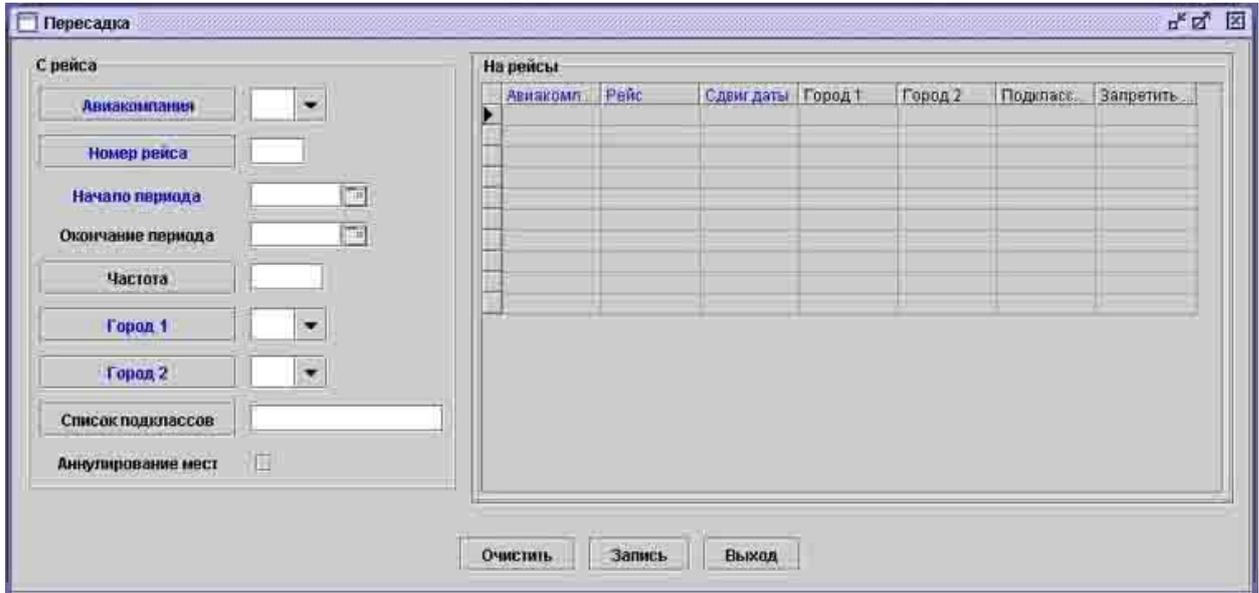
Fig. 5.32

The left side of the "Transfer" window contains information on the cancelled flight, and the right side features a list of flights to which passengers will be transferred.

Description of fields in the "Transfer" window

"From flight" area"

Airline – code of the airline that owns the cancelled flight (select from the airlines catalog, see 3.1).

Flight number – number of cancelled flight (enter on the keyboard or select from the flights list of the specified airline).

Period start – start date of flight cancel period.

Period end – end date of flight cancel period (remains blank if only one raid is cancelled).

Frequency – frequency of cancelled raids (enter on the keyboard or select in a special form activated by clicking the "Frequency" button).

City1 – code of the city of departure (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**); this field is mandatory if a flight segment is cancelled.

City2 – code of the city of arrival (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**); this field is mandatory if a flight segment is cancelled.

Subclasses list – list of subclasses in which passengers will be transferred (not mandatory; if blank, all subclasses will be transferred).

Cancel booking – if the box is checked, the seats booked by passengers on the cancelled flight will be cancelled; otherwise, their seats will remain booked.

"To flights" area

Airline – code of the airline that owns the flight to which passengers will be transferred.

Flight – number of flight to which passengers will be transferred.

Date shift – number of days between the date of the cancelled raid and the raid to which passengers are transferred (the smallest value is "0").

City1 – code of the city of departure (does not have to be completed if matches the "City1" parameter of the cancelled flight).

City1 – code of the city of arrival (does not have to be completed if matches the "City2" parameter of the cancelled flight).

Subclasses with restrictions – list of subclasses for transfer; their number cannot exceed the number of subclasses on the flight from which passengers are being transferred.

Ban to – list of subclasses on the cancelled flight whose passengers cannot be transferred to the specified flight.

Description of buttons in the "Transfer" window

Clear – clear all fields.

Write – write the values entered.

Exit – exit the "Transfer" window.

5.7.4 Changing status of segment-subclass (MS request)

You may change the parameters and status of subclasses available on a flight, where necessary. For example, you can add new subclasses that were not specified at the time the flight resources were define, or you can change the existing subclasses.

Subclass can be changed for a flight navigation period, for one raid, or for one of the flight segments.

The status of segment-subclass may be changed by an operator who has appropriate access rights. Use the "Subclasses" dialog window to make the change. To open the window, click **Segments-subclasses** in the "Raid report" window. An example of the "Subclasses" window is shown in Fig. 5.33.
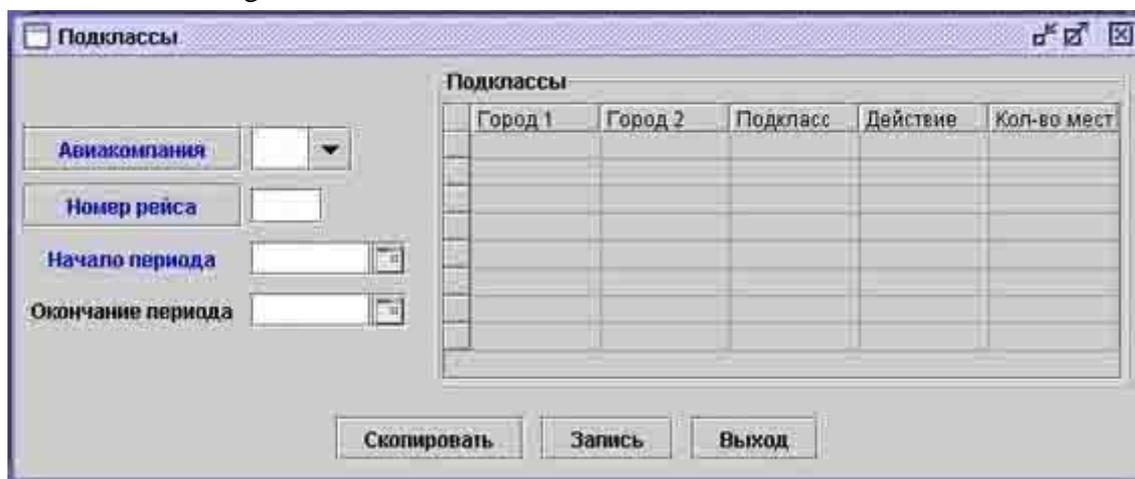
Fig. 5.33

The left side of the window contains a description of flight parameters, and the right side – a description of parameters of the specified flight's segments and subclasses.

Description of fields in the "Subclasses" window

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – number of the flight of the specified airline (enter on the keyboard or select from the flights list activated by clicking the "Flight number" button).

Period start – start date of the period for which the segment-subclass is changed.

Period end – end date of the period for which the segment-subclass is changed.

City1 – code of the city of departure (does not have to be completed if the flight consists of one shoulder only).

City2 – code of the city of arrival (does not have to be completed if the flight consists of one shoulder only).

Subclass – subclasses whose status needs to be changed.

Action – select new value for the subclass from the dropdown list.

Number of seats – number of seats in the subclass being changed.

Values of the "Action" field

Close of sales (C) – sales for the segment-subclass are temporarily banned; number of seats in subclass and other counters controlling sales progress remain unchanged.

Manual confirmation of seats (M) – switch to manual booking.

Sales opening (O) – resume previously banned sales for the segment-subclass.

Segment deletion (X) – cancel the segment-subclass.

Strict quota (Q) – strict quota is applied to the subclass (i.e., the number of seats that equals the quota may be sold only in this subclass).

Cancel manual confirmation (MX) – cancel manual confirmation.

Cancel strict quota (QX) – cancel strict quota.

Description of buttons in the "Subclasses" window

Copy – copy the line of the table on the right side of the window where the cursor is pointing.

Write – save changes made to the segments-subclasses.

Exit – exit the "Subclasses" form.

5.7.5 Changing baggage rates (BG request)

Where necessary, you may change the free-of-charge baggage rate for the specified flight or for all of the airline's flights in the specified period.

Free-of-charge baggage rate may be changed by an operator who has appropriate access rights. Use the raid report form to change baggage rate. Open the "Baggage rates" window by clicking the **Baggage rate** button. An example of the "Baggage rate" window is shown in Fig. 5.34.

Fig. 5.34

Description of the "Baggage rates" window

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight of the specified airline (enter on the keyboard or select from the flights list activated by clicking the "Flight number" button).

Period start – start date of the period for which baggage rates are changed.

Period end – end date of the period for which baggage rates are changed.

Economy class – free-of-charge baggage rate for economy class (kg).

Business class – free-of-charge baggage rate for business class (kg).

First class – free-of-charge baggage rate for first class (kg).

5.7.6 Summary on groups (SAP request)

User may obtain a list of all groups departing from the specified airport or transiting through the specified airport. The list is generated on the basis of group PNR created within the system.

You may view the summary on groups while in the raid report form. To do so, click **Summary on groups** in the "Raid report" window. An example of "Summary on groups" window is shown in Fig. 5.35.
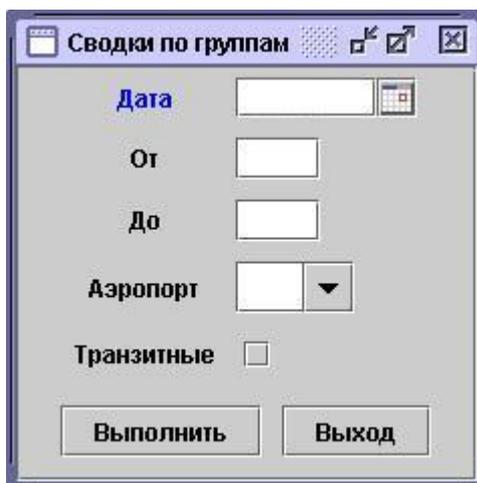
Fig. 5.35

Description of buttons in the "Summary on groups" window

Date – date of the information in the summary.

From – beginning of the time frame for which the summary is generated (time in HHMM format).

Till – end of the time frame for which the summary is generated (time in HHMM format).

Airport – code of the airport for which the summary is generated (select from the airports catalog, see **Ошибка! Источник ссылки не найден.**).

In transit – summary is generated for the groups transiting through the specified airport.

5.7.7 Passenger list (request)

Operator with appropriate access rights may obtain the list of passengers on whose behalf the seats have been booked for the specified raid (segment of raid). In this case:

- TCH agent who has appropriate rights to browse the resource may view the complete list for flights of all airlines.

    TCH agent who has no rights to browse the resource may see in the list of flights of any airline only those PNR that were created in such agent's agency.

    Airline agent who has appropriate rights to browse the resource may view the complete list for flights of his airline only.

    Airline agent who has no rights to browse the resource only has access to the flights of his airline and only sees those PNR that were created in his agency.

- Any agent is allowed to browse PNR by flight and last name, whether he is from an independent agency (TCH) or an airline.

You may browse the list of passengers of PNR by last name when working in the raid report form or in the "Information requests" section. This list can be limited in accordance with certain filters. Such filters for PNR search and selection are set in the "Passenger list" window. To open the window, click the **Passenger list** button. An example of "Passenger list" window is shown in Fig. 5.36.
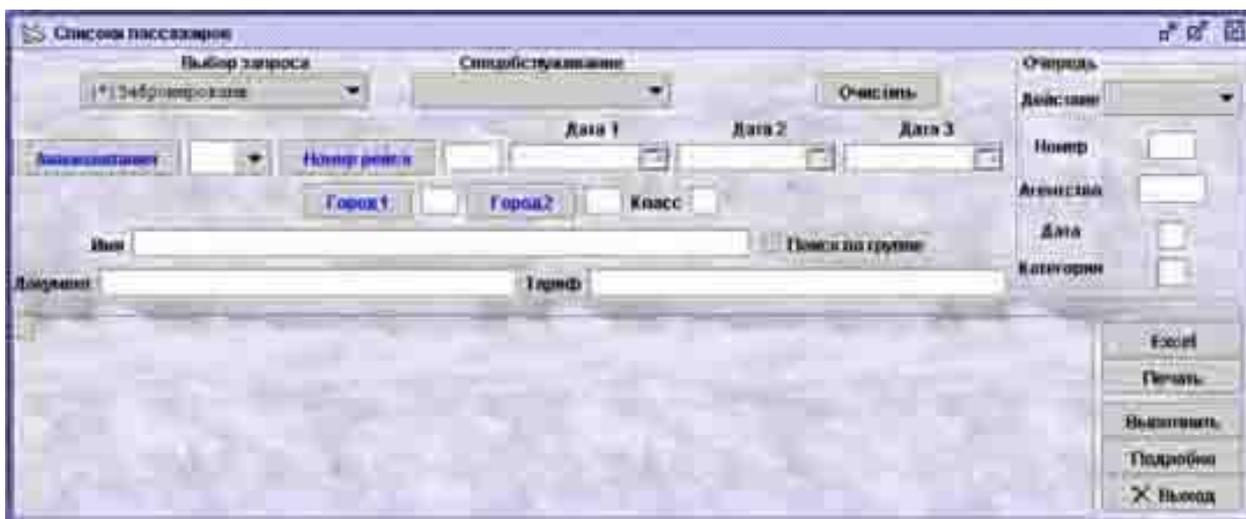
Fig. 5.36

To browse the list of passengers, select the code and name of request from the dropdown list in the **Select request** field. Based on the type of request, specify the parameters for limiting the passenger list entries in the corresponding fields. Then click **Execute**. The system will display the "Browsing passenger list" area – a list of passengers in a table.

Types of requests

(*) Booked – passengers who booked tickets for the specified flight.

(*N) No tickets – passengers who did not receive tickets.

(*B) With tickets – passengers who received tickets (including those cancelled).

(*F) With telephones – list of passengers including their contact details.

(*R) With remarks – passengers who have remarks.

(*S) With special services – passengers who have SSR|OSI.

(*P) With arrival segment – passengers whose route indicates arrival segment.

(*V) With booking date – list of passengers indicating the date of booking.

(*O) With transfer from flight – passengers transferring from flight.

(*I) With transfer to flight – passengers transferring to flight.

(*T) By sale date – list of passengers sorted by sale date (list of passengers who bought tickets in the specified period).

(*D) With documents – list of passengers indicating the numbers of the identification documents.

(*K) By last name – passengers with the specified last names.

(*U) Departure date later – passengers departing today or later.

(*F) Have tickets – passengers who have a ticket (list for check-in).

(*L) Wait list – list of passengers placed on the wait list.

(*Y) Online booking – passengers who booked their tickets online.

Description of fields in the "Passenger list" window

Select request – select property passed on which the PNR list will be displayed (see above).

Special service – select SSR category (see **Ошибка! Источник ссылки не найден.**) for selection of PNR in which the corresponding SSR codes are specified:

(P) With meals – PNR list with meal orders (category 1 remarks)

(M) With seats – PNR list with requests for specific seats (category 2 remarks)

(B) With baggage – PNR list with requests to transport baggage or animals or requests for extra seats (category 3 remarks)

(I) With extra information – PNR list with extra information for the airline (category 4 an 5 remarks)

(Z) Unconfirmed – list of unconfirmed PNR with remarks.

Clear – clear the fields completed in the dialog window.

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – flight number (enter on the keyboard or select from the flights list of the specified airline).

Departure date – departure date for the raid.

Start date – start date of the period for which you wish to view the passenger list.

End date – end date of the period for which you wish to view the passenger list.

City1 – code of the city of departure (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

City2 – code of the city of arrival (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

If both City1 and City2 are completed, the system will only select those PNR that are booked for the current segment of the raid. If only City1 is completed, the system will select PNR for all segments that depart from that city. If both cities are blank, the system will select PNR for all segments departing from the first point of departure.

Class – class for which you wish to view the passenger list (the system will select those PNR in which seats in the specified class have been booked).

Name – first and last name of the passenger for PNR search (the system will select those PNR in which seats have been booked for the specified name).

Search by group – if the box is checked, the system will display a list of groups on the raid, and if unchecked – the list of passengers.

Document – document number for PNR search (the system will select the PNR in which the document with the given number is specified).

Tariff – code of tariff for PNR search (the system will select passengers who paid for their tickets based on the specified tariff).

Description of buttons in the "Passenger list" window

Excel – convert the resulting list in Excel format.

Print – convert the resulting list in HTML format for further printing of saving in electronic format.

Execute – show passenger list based on the specified parameters.

Details – browse PRN of the passenger that the cursor is pointing at in the passenger list.

Exit – return to raid report window.

Browsing passenger list

If the system finds any information based on your request, the results will be displayed at the bottom of the dialog window in a table format. Each line of the table describes one passenger.

If no information can be found, the "Not found" message will be displayed.

Description of fields in the passenger list table

Number – serial number.

Name – first and last name of the passenger, as in PNR.

Departure date – departure date of the passenger.

Agency – code of the agency that issued the ticket.

Reg. nr. – PNR number.

Class – code of booked seats subclass.

Departure – code of the city (airport) of departure for the flight (segment).

Arrival – code of the city (airport) of arrival for the flight (segment).

Status – booking status (see Appendix, **Ошибка! Источник ссылки не найден.**).

Passengers – number of seats in PNR for the given segment (in PNR to which information on the specified passenger belongs).

Telephone – the field says "T" if the contact phone is specified in PNR.

Remarks – the field says "R" if the PNR contains remarks.

Special srv – the field says "S" if special service is specified in PNR.

Ticket – the field says "B" if the ticket has been issued.

Insurance – insurance information in PNR.

Seats – seat number.

Browse PNR (request)

With passenger list displayed on the screen, user may browse the PNR whose number is specified in the "Reg. nr." field for the passenger selected with the cursor.

To browse the desired PNR, display the passenger list by selecting any appropriate limiting filters for the list. Then point the cursor at the line of the table with the desired PNR number and click **Details.** A new window with the desired PNR description will be displayed.

5.7.8 Queues (*, OL requests)

Operator with appropriate access rights may browse and process PNR queues. For details on queues processing, see a separate manual.

You may work with queues in the "Passenger list" dialog window (Fig. 5.36). A **Queue** area on the right of the window contains queue parameters that can be used to browse and process the queue.

Description of fields in the "Queue" area

Action – queue processing operation (select from the dropdown list):

Queue up **– place the specified PNR on queue.**

Browse **– browse queue.**

If the "Action" field is completed, operations with queens will be performed; if the field is blank, operations with passenger list will be performed.

Number – queue number.

      Agency – code of the agency that owns the queue (select from the agencies catalog, see 3.4).

Date **-**

Category **– number of category in queue.**

5.7.9 Changing airplane type (CH request)

      Where necessary, you may change the type of airplane and its key payload parameters for a flight. Airplane type can be changed by an operator with appropriate access rights. You may change airplane type in the raid report window. Click **AC change** button to open the "Change airplane type" window to make changes.

      Change airplane type process may differ depending on the type of sales – without seat numbers or with seat numbers.

<u>**Sales with seat numbers**</u>

      An example of the "Change airplane type" window for <u>sales with seat numbers</u> is shown in Fig. 5.37.

Fig. 5.37

Description of fields in the "Change airplane type" window for sales with seat numbers

      Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

      Flight number – number of flight of the specified airline (enter on the keyboard or select from the flights list activated by clicking the "Flight number" button).

      Date – date of raid for which the airplane type is changed.

      Payload – maximum payload of the airplane (kg).

      Airplane type – code of aircraft type (select from the "Aircraft types" catalog, see **Ошибка! Источник ссылки не найден.**).

      Interim booking is used when the seats resource is allocated by several inventory centers ("Flight management" field says "Shared"), and when tickets for the specified flight are sold

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with seat numbers. This field is used to specify the quantity of seats and seat numbers in each subclass that have been transferred for sale to another inventory center (different from the one where the resource is stored):

Row, Seat – number of seat starting from which the seats placed on interim booking will be withdrawn.

Qty of seats – quantity of seats placed on interim booking.

Sales without seat numbers

An example of the "Change airplane type" window for <u>sales without seat numbers</u> is shown in Fig. 5.38.

Fig. 5.38

Description of fields in the "Change airplane type" window for sales without seat numbers

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight of the specified airline (enter on the keyboard or select from the flights list activated by clicking the "Flight number" button).

Date – date of raid for which the airplane type is changed.

Payload – maximum payload of the airplane (kg).

Airplane type – code of the new aircraft type (select from the "Vehicle types" catalog, see **Ошибка! Источник ссылки не найден.**).

Economy class – quantity of economy class seats (quota) on board of the new plane type.

Business class – quantity of business class seats (quota) on board of the new plane type.

First class – quantity of first class seats (quota) on board of the new plane type.

If the type of airplane is changed in a manner that requires passengers to be moved from seat to seat in the cabin, the system will automatically change raid status to "blocked by system" and launch a background process that moves passengers and writes new seat numbers in the PNR booked for the raid.

5.7.10   Changing weight parameters (CHQ request)

You may change weight parameters for an airplane, where necessary. Weight parameters can be changed by an operator with appropriate access rights. To change weight parameters, go to the raid report window and click **Weight parameters** button to open the "Change weight parameters" window. An example of "Change weight parameters" window is shown in Fig. 5.39.
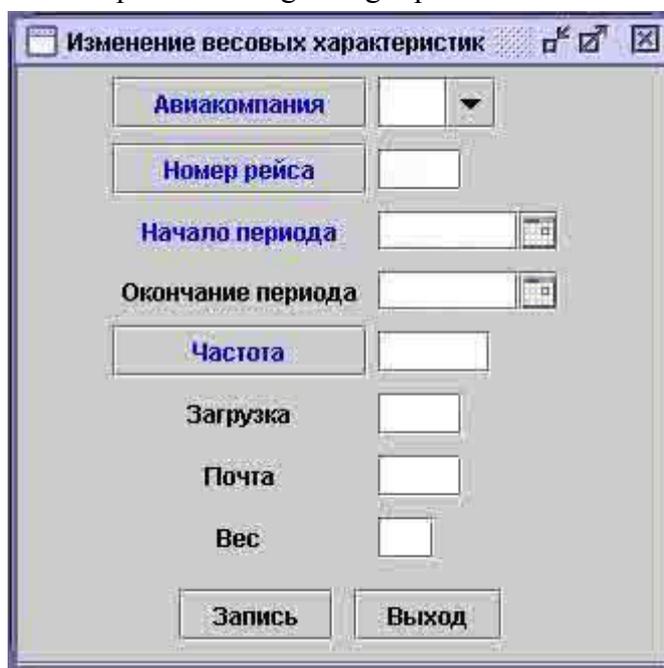

Fig. 5.39

Description of fields in the "Change weight parameters" window

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – number of flight (enter on the keyboard or select from the flights list of the specified airline).

Period start – start date of the period for which you are changing weight parameters.

Period end – end date of the period for which you are changing weight parameters.

Frequency – frequency of flights whose weight parameters you are changing (enter on the keyboard or specify in a special form activated by clicking the "Frequency" button).

Payload **– maximum payload of the airplane (kg).**

Mail **– weight of mail on the airplane (kg).**

Weight **– mean weight of one passenger (kg).**

5.7.11   Raid delay (DL request)

When a raid is being delayed, you need to enter appropriate delay properties into the system. Raid delay properties may be completed by an operator with appropriate access rights. Raid delay properties are completed in the raid report window. In case of delay in the point of departure, the time of departure specified in the raid report window will be highlighted in red.

To open the "Raid delay" window and make appropriate changes, click **Delay** button. An example of "Raid delay" window is shown in Fig. 5.40.

Fig. 5.40

Description of fields in the "Raid delay" window

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1)

Flight number – flight number (enter on the keyboard or select from the flights list of the specified airline).

Period start – start date of the period during which raids will be delayed.

Period end – end date of the period during which raids will be delayed.

Point1 – code of the city starting from which the raid will be delayed (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Delay type – length of raid delay in days (up to 7 days); select from the dropdown list; you may also select "Remove delay tag" here if the flight that was expected to be delayed departs on schedule.

Return type – type of tickets return for the delayed flight: 0 – voluntary return, 1 – emergency return.

Departure time – specify raid departure time if "Remove delay tag" is selected in "Delay type" field.

Day change – change of date for the city from which the delay begins compared to the time of departure from the point of origin; select value from the dropdown list.

Arrival time – time of arrival to the specified city.

Check-in type – code of passenger check-in type for the flight (select from the check-in types catalog, see **Ошибка! Источник ссылки не найден.**).

5.7.12   Changing raid parameters

You may change key raid parameters, where necessary. Raid parameters can be changed by an operator with appropriate access rights. To change raid parameters, go to the raid report window and click **Raid parameters** button to open the "Change raid parameters" window. An example of "Change raid parameters" window is shown in Fig. 5.41.

Fig. 5.41

Description of fields in the "Change raid parameters" window

The top two lines of the "Change raid parameters" window contain general information on the raid (airline, flight number, date and status of raid).

Close of sales – close of sales rules for each subclass of the raid (select codes of sale conditions from the close of sales catalog, see **Ошибка! Источник ссылки не найден.**).

Sales depth – period of time prior to departure of the raid when tickets for the raid can be sold (days; the value must be greater than raid creation depth).

Direction – code of flight direction (this parameter is for internal use by Sirena-Travel).

Close depth – period of time prior to departure of the raid when tickets for the raid cannot be sold (days; the value must be smaller than seat sales depth).

Sales management – defines the strategy for changing seat counters by class and subclass depending on the progress of sales. Field value is selected from the dropdown list: 0-"Separate" (separate – number of seats in a subclass depends on the delta between the logical sales limit and the number of sold seats; when a seat is sold in any subclass, available number of seats will be reduced only in that subclass); 1-"Separ w/restr" (separate with restriction – number of seats in the senior, more expensive subclass, cannot be less than in an inferior subclass; when a seat is sold in any subclass, available number of seats will be reduced only in that subclass); 2-"Network" (when seats are booked out in any subclass, seats will also be booked out in all senior subclasses; expensive seats are booked out sooner); 3-"Threshold" (when seats are booked out in any subclass, seats will also be booked out in all senior subclasses; cheap seats are booked out sooner).

Max length – maximum length of wait list (equal for all subclasses); when the length of the list of passengers placed on wait list in any subclass reaches the specified value, no further placement on wait list will be allowed in that subclass. Length of wait list may be anywhere from 1 to 99. If the specified value is "0", the length of wait list equals 99.

Wait list – information on wait list management. You may enter codes of wait list parameters in the field using the keyboard (the codes are described in detail in the instructions on resource management in the text mode). If user is not sure that he clearly remembers the codes of each parameter, such user may refer to a special form by clicking the "Wait list" button. Operations with the wait list are described in detail above (see **Ошибка! Источник ссылки не найден.**, "Wait list parameters").

Name change – the field describes the rules to be used if a passenger's name changes. You may enter codes of name change using the keyboard (the codes are described in detail in the instructions on resource management in the text mode). A detailed description of how to enter name change parameters is provided above (see **Ошибка! Источник ссылки не найден.**, "Name change parameters").

City – code of the city that is a waypoint for the flight.

Airport – code of the airport located in the city that is a waypoint for the flight; this field is optional for single-airport cities.

Terminal – code of terminal in the airport of the flight waypoint (complete only if the airport has several terminals).

Arrival – time when the flight arrives at the point of arrival (enter on the keyboard in HHMM format).

Departure – time when the flight departs from the initial point of departure (enter on the keyboard in HHMM format).

Date change – a property that indicates change of date; must be specified if the date of departure and date of arrival of the same flight are different (acceptable values: 0 – no date change, 1 – flight arrives on the next date, -1 – flight arrives on the previous date).

Check-in – name of passenger check-in type for the flight (select from the dropdown list).

Delay – delay value; will change when you enter delay parameters (see 5.7.11).

Return – return type; will change when you enter delay parameters (see 5.7.11).

5.7.13   Changing raid status (ST request)

Raid status is a ban or permission (sometimes permission with certain provisions) to sell tickets for the raid. When a raid is created, it may be opened for sales (if the raid is created

automatically) or closed for sales (if the raid is created manually). Further changes to the status of raid are introduced manually by the operator with appropriate access rights. You may change status of a raid or segment-subclass in the raid report window. Click **Raid status** button to open the "Change raid status" window. An example of "Change raid status" window is shown in Fig. 5.42.
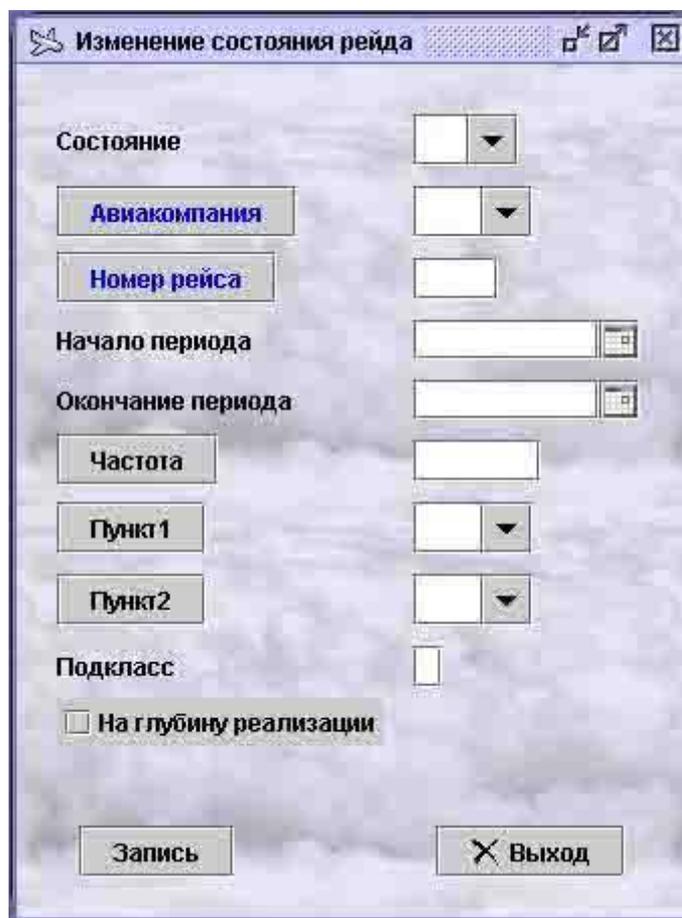
Fig. 5.42

Description of buttons in the "Change raid status" window

Status – status of raid or its segment-subclass; select value from the dropdown list.

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – flight number (enter on the keyboard or select from the flights list of the specified airline).

Period start – start date of the period for which raid status is defined.

Period end – end date of the period for which raid status is defined.

Frequency – frequency of raids for which the status is defined (enter on the keyboard or select in a special form activated by clicking the "Frequency" button).

Point1 – code of the city of departure (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**); this field is mandatory if the status of flight segment is defined.

Point2 – code of the city of arrival (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**); this field is mandatory if the status of flight segment is defined.

Subclass – name of the subclass for which the status is defined.

To sales depth – raid status specified in the "Status" field applies to the complete sales depth for the raid.

Types of raid status

Free (S) – free for sales.

Closed under OCC (C) – closed for sales.

Cancelled (O) - cancelled

Restore in "Closed under OCC" (V) – restore "Closed under OCC" status after cancellation.

Transfer status to GRS (A) – submit information on raid status to GRS (used by inventory center when any mismatch is found in the status of the same raid in GRS and inventory center).

5.7.14   Changing cargo weight on raid (C+, C- request)

An operator with appropriate access rights may change information on the quantity of cargo transported by an airplane on the current raid, where necessary. You may change cargo parameters in the raid report window. To open the "Change cargo weight" window (Fig. 5.43), click **Cargo** button in the "Raid report" window.
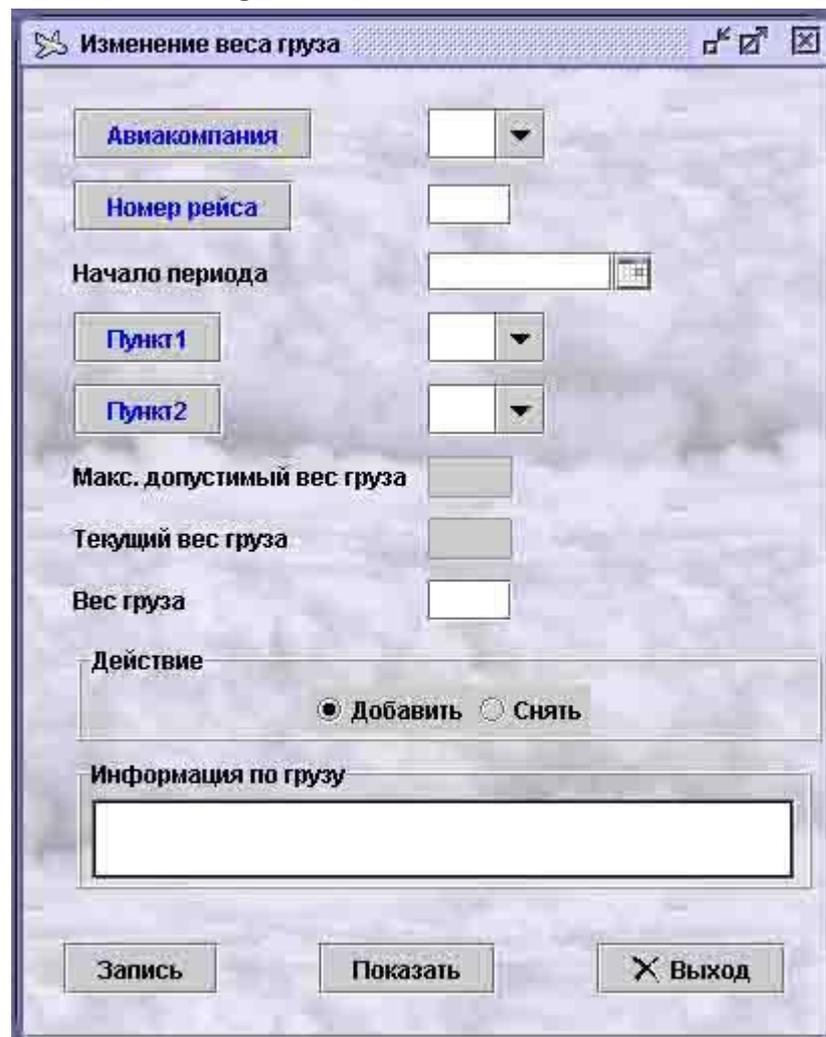
Fig. 5.43

Description of fields in the "Change cargo weight" window

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – flight number (enter on the keyboard or select from the flights list of the specified airline).

Period start – date of the raid for which the weight of cargo is defined.

Point1 – code of the city of departure (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point2 – code of the city of arrival (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Max allowed cargo weight – maximum allowable weight of cargo (kg) on raid based on the raid parameters (reference field).

Current cargo weight – weight of cargo (kg) on board for the current raid (reference field).

Cargo weight – quantity of cargo that is added to/removed from the current raid (kg).

Action – the toggle box defines which operation will be performed with the cargo specified in the "Cargo weight" field: **Add** – weight will be added to the existing cargo; **Remove** – weight will be subtracted from the current cargo weight.

Cargo information – any information that describes the cargo (reference field).

5.7.15   Browsing raid seats maps (SM request)

Where necessary, operator may browse the seats map for the raid that contains information on the locations of vacant and occupied seats in the cabin by flight segments. The seats map also contains information on the seats placed on special booking.

You may browse seats map may only if the tickets for the flight are sold with seat numbers (i.e., the **Sales type** field says "1 – with numbers").

To open the seats map, click **Seats map** button in the "Raid report" window. An example of seats map is shown in Fig. 3.38. Different colors on the seats map represent different classes of seats. Seats that have been booked or sold are dimmer than vacant seats. If a seat is placed on special booking, such seat will specify the booking holder code in accordance with the catalog of booking holder codes (see **Ошибка! Источник ссылки не найден.**).

6   Information requests

Information requests are mandatory operations to be completed prior to selling and booking a ticket. They are used to browse the essential information on the schedule and availability of seats on a flight.

To browse such information, select "Information requests" in the mail task list. The system will display the "Information requests" task list (Fig. 6.1).
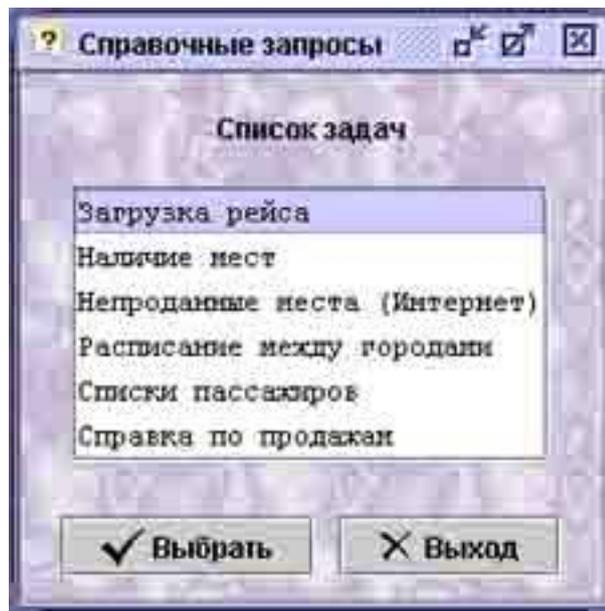
Fig. 6.1

Items on the "Information requests" task list

Detailed flight report	Browse information on flight loading (see 6.5)
Flight loading	Browse information on the quantity of sold/vacant seats on the flight (see 6.1)
Available seats	Browse information on the availability of seats on the desired raid (see 6.2)
Schedule between cities	Browse information on flights operating between the specified cities (see 6.3)
Passenger lists	Manage passenger list (see 5.7.7)
Sales report	Browse information on the quantity of sold seats (see 6.4)

6.1   Flight loading (SN request)

User may obtain information on flight loading (number of vacant and sold seats on raids).

To obtain information on flight loading, select "Flight loading" in the "Information requests" task list and click **Select.** The system will display the "Flight loading" window (Fig. 6.2).
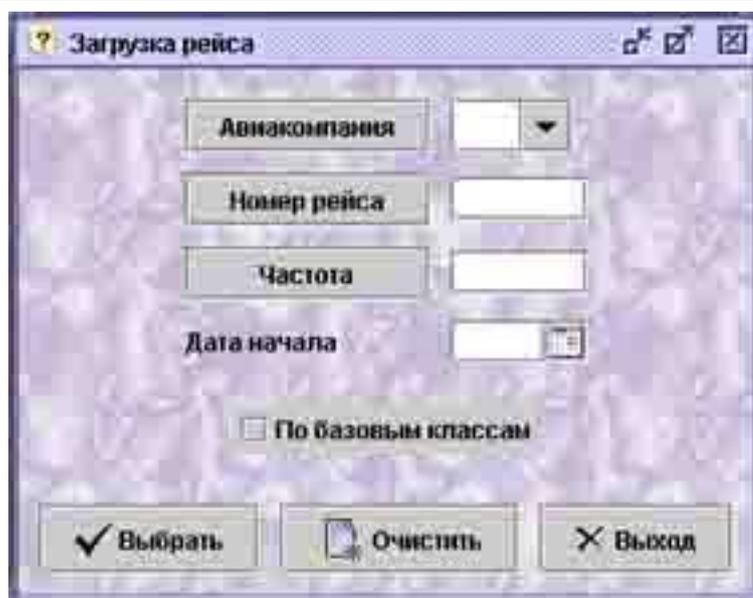
Fig. 6.2

Description of fields in the "Flight loading" window

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1)

Flight number – flight number (enter on the keyboard or select from the flights list of the specified airline).

Frequency – frequency of flight operation (numbers of days of the week when the flight is operated; enter on the keyboard or select in a special form activated by clicking the **Frequency** button).

Start date – date when the flight departs (summary report will provide information for the specified date and the next four days); if blank, information for the current date will be provided.

Basic classes – if the box is checked, information will be provided for basic classes only without details on subclasses.

When you have completed the required fields and clicked "Select" button, the system will display a window with a generated information report, as shown in the example in Fig. 6.3.

Fig. 6.3

The "Flight loading" report specifies the quantity of seats in each subclass for each shoulder of the specified flight that were released for sale, seats that have been sold, and vacant seats. Total quantity of seats in basic classes is highlighted in bold. You may scroll through the report using the "Previous date" and "Next date" buttons.

6.2   Available seats (1 request)

Before booking a ticket, cashier needs to know if seats in a certain class are available on the flight (or flight segment) operating between the two specified cities on the specified date. To obtain such information, the cashier must browse the available seats report.

To obtain information on availability of seats, select "Available seats" in the "Information requests" task list and click **Select.** The system will display the "Available seats report parameters" window (Fig. 6.4)
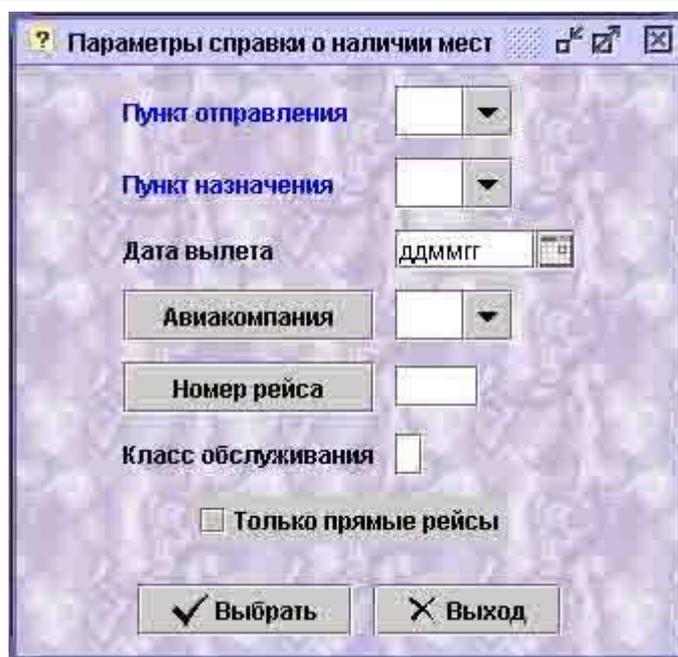
Fig. 6.4

Description of fields in the "Available seats report parameters" window

Point of departure – code of the city of departure (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the city of arrival (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Departure date – date for which seats availability information is requested (you may specify any past date to the maximum depth of 30 days; if a future date is specified, the system will display information on the raids created for the specified date in accordance with their creation depth).

Airline – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight number – flight number (enter on the keyboard or select from the flights list of the specified airline).

Service class – code of service class (E – economy, F – first, B – business).

Direct flights only – if the box is checked, connecting routes will not be included in the available seats report.

Available seats report will be displayed as soon as the operator has completed the appropriate fields in the "Available seats report parameters" form and clicked **Select.** The system will display the "Available seats" window containing a list of raids that meet the requested parameters. An example of "Available seats" window is shown in Fig. 6.5.

Fig. 6.5

The "Available seats" window contains a list of raids that meet the requested parameters in the form of a table. It also contains other information on the raids found.

Raids departing in the period from 8:00 till 16:00 come first, followed by raids departing in the period from 16:00 till 24:00 and finally raids scheduled to depart from 0:00 till 8:00. Direct routes come before connecting routes.

Description of fields in the "Available seats" window

- serial number of flight in the table.

ARL – code of the airline that owns the flight (select from the airlines catalog, see 3.1).

Flight # – number of flight of the specified airline operated between the cities specified in the request parameters.

Dprt port – code of the point of departure: city (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**) or airport located in a multi-airport city (select from the airports catalog, see **Ошибка! Источник ссылки не найден.**).

Departure – departure time.

SHD – shift of departure date (1 – shift forward, -1 – shift back, blank – no shift).

Arvl port – code of the point of arrival: city (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**) or airport located in a multi-airport city (select from the airports catalog, see **Ошибка! Источник ссылки не найден.**).

Arrival – arrival time.

SHA – shift of arrival date (1 – shift forward, -1 – shift back, blank – no shift).

AC type – code of airplane type (select from the vehicle types catalog, see **Ошибка! Источник ссылки не найден.**).

Landings – number of stopovers (blank – no stopovers, 1 – one stopover, 2 – two stopovers, etc.).

Status – raid status (for details, see 5.7.13).

Delay – raid delay parameter (blank – no delay; a number from 1 to 7 indicates the number of days of delay).

Economy – number of seats in economy class with distribution by subclasses (if the class name field contains the "-" character, sales for this class/subclass are closed).

Business – number of seats in business class with distribution by subclasses (if the class name field contains the "-" character, sales for this class/subclass are closed).

First – number of seats in first class with distribution by subclasses (if the class name field contains the "-" character, sales for this class/subclass are closed).

Description of buttons in the "Available seats" window

Previous date – go to information on raids for the previous date.

Next date – go to information on raids for the next date.

Parameters – open the "Available seats report parameters" window (see **Ошибка! Источник ссылки не найден.**, "Changing report parameters") to change raid search parameters.

6.3   Schedule between cities (S request)

User may obtain information on the flights operated between the cities of interest, as well as change certain properties of the selected flight's resources and schedule, provided the use has appropriate access rights.

To obtain information on the schedule of flights between specific cities, select "Schedule between cities" in the "Information requests" task list and click **Select.** The system will display the "Schedule between cities" window (Fig. 6.6).
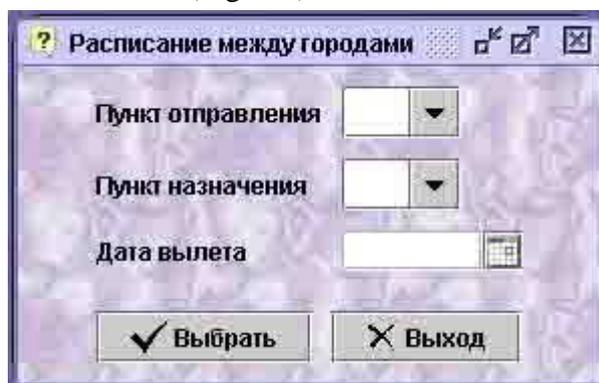
Fig. 6.6

Description of fields in the "Schedule between cities" window

Point of departure – code of the city of departure (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**)

Point of arrival – code of the city of arrival (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**)

Date of departure – date for which you wish to browse schedule information (you may specify any past date to the maximum depth of 30 days); this field is optional; if the date is not specified, information will be provided on all the flights operated between the specified cities for which the periods of navigation and resource definition are available.

When you have specified the desired cities and dates, click **Select.** The system will display the "Schedule report" window (Fig. 5.28) containing information on the flights. This

window is similar to the "Schedule report" window displayed when you request schedule information in the resource management task (see **Ошибка! Источник ссылки не найден.**).

6.4   Sales report (SR request)

Using the sales report, a user may obtain information on the number of sold seats for each day of a sales period.

To obtain information on sales, select "Sales report" in the "Information requests" task list and click **Select.** The system will display the "Sales report parameters" window (Fig. 6.7).

Fig. 6.7

Description of fields in the "Sales report parameters" window

Airline – code of the airline operating the flight (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Flight number – number of the searched flight.

Departure date – flight departure date.

Point of departure – code of the point of departure for the flight / segment (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the point of arrival for the flight / segment (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Class – class of seats code.

Subclass – subclass of seats code.

Period start – start date of the sales period.

Period end – end date of the sales period (no later than departure date).

Sales report will be displayed on the screen in the form of a calendar with the number of tickets booked and sold on each day of the specified period (см. Fig. 6.8).

Fig. 6.8

6.5 Detailed flight report (FR request)

Using the detailed flight report, you may obtain information on the loading of flights departing from the specified airport in the specified period. The report on flight departing from any specified airport may include only part of the departing flights, which depends on the airline and unit of the operator requesting the report, as well as on the location of such operator's console (see "Access to detailed flight report (see 6.5)").

To obtain information on flight loading, select "Detailed flight report" in the "Information requests" task list and click **Select.** The system will display the "Flight report parameters" window (Fig. 6.9).
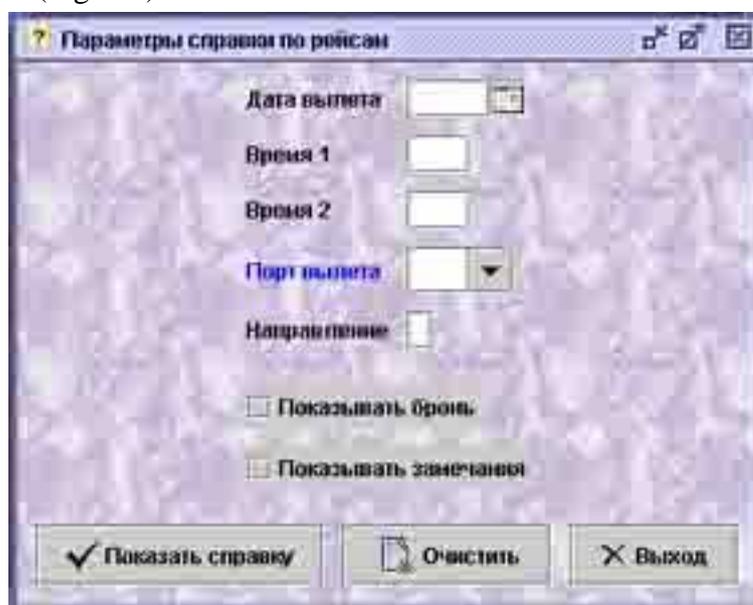
Fig. 6.9

Description of fields in the "Flight report parameters" window

Departure date – date for which flight information is requested.

Time 1 – beginning of the requested period (time in HHMM format).

Time 2 – end of the requested period (time in HHMM format).

Departure port – code of the city (airport) for which flight report is requested (select from the cities catalog or airports catalog, see **Ошибка! Источник ссылки не найден.**, **Ошибка! Источник ссылки не найден.**).

Direction – code of flight direction.

Show booking – if the box is checked, the report will include information on special booking.

Show notes – if the box is checked, the report will only include flights with notes (from raid notes catalog, see **Ошибка! Источник ссылки не найден.**).

When appropriate fields have been completed, click **Show report.** The system will display the "Raid report" window (Fig. 6.10).

Fig. 6.10

Description of fields in the "Raid report" window

Flight – flight number.

Date – flight departure date.

Delay – raid delay tag.

Dprt – point of departure (city/airport of departure for flights transiting through the specified airport).

Arrival – arrival time.

Departure – departure time.

Arvl – point of arrival (city/airport of arrival).

Type – aircraft type (see vehicle types catalog, **Ошибка! Источник ссылки не найден.**).

Psgr loading – maximum passenger loading.

Class – code of class (specify basic classes only).

Vacant – number of vacant seats.

Booked – number of sold / booked seats.

CLD – number of seats sold/booked for children aged 2 and older.

INF – number of seats sold/booked for children aged under 2 years old.

WL – number of PNR on wait list.

Notes on each raid are displayed after raid loading information.

When special booking information is displayed, the following details will be show for each raid: class of seats placed on special booking, number of seats and special booking code; if sales type for the flight is "with seat numbers", numbers of seats will also be listed.

7   Operations with tariffs and TAC

<u>**General information on tariff subsystem**</u>

Tariff subsystem of Sirena-Travel / Sirena-2000 system has been designed in accordance with the tariff data processing principles conventional for international booking systems.

One of the key concepts of tariff subsystem is **Tariff application condition (TAC).** TAC is a formalized representation of certain conditions that, if met by a passenger, enable the carrier airline to offer such passenger a certain price tariff. It is expected that the system will be implemented with both "standard" TAC (STAC – STAC-GENERAL and STAC-APP) that comply with the current ticket sales practices, and "special" TAC, based on which "special tariffs" will be offered.

Special tariffs are imposed by airlines with certain conditions (minimum and maximum time of stay at the point of arrival, ticket return and reissue conditions, etc.).

Regular (full) tariffs do not impose any restrictions on the terms of travel (these include First class and Business class tariffs and the full year economy class tariff).

It is assumed that a "special" tariff offered under a "special" TAC will be smaller than "regular" tariff, which will help airline bring additional passengers to its flights and this increase its revenue.

TAC may include a variety of conditions that apply to passengers, to the process of purchase, replacement and return of tickets, to the conditions of carriage service, etc. Among other things, TAC can be used to implement equivalents of such concepts of foreign booking systems as PEX and APEX tariffs, route tariffs, and "return" tariffs.

Unfortunately, the existing system does not always allow us to verify that TAC are used legitimately. To some extent, an operator (cashier) must be involved in this verification process. In this case, the system may only provide the operator with tips on which conditions to check, and when the operator submits a request to sell a ticket under a special tariff, the system will tacitly presume that all the appropriate conditions have been verified and fulfilled.

Another concept introduced in the system is the *"route" tariff,* which means a special tariff offered only to passengers traveling along a certain route. The system uses route number and options to identify such route tariffs. This information is stored in the special card titled "Routes" (RTE), see 0.

<u>**Getting started**</u>

To start work with the tariff subsystem, select "Tariffs and TAC" in the task list. The system will display the "Operations with tariff information" window (Fig. 7.1).
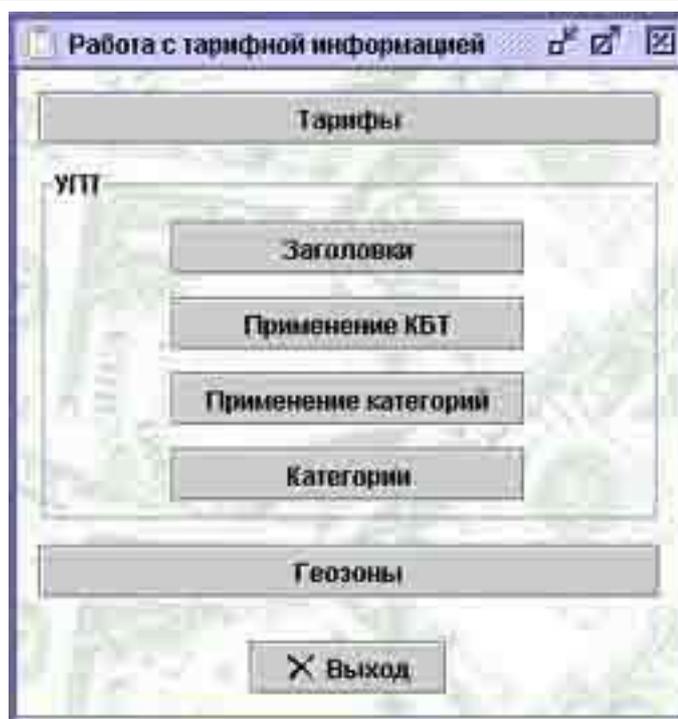
Fig. 7.1

Description of buttons in the "Operations with tariff information" window

Tariffs – switch to the window used to enter and browse tariff information (see **Ошибка! Источник ссылки не найден.**).

TAC – buttons in this area are used to switch to the corresponding TAC blocks (see 7.2).

Headings – operations with TAC headings (see **Ошибка! Источник ссылки не найден.**).

BTC application – switch to "BTC application" block, operations with tariff parameters (see 7.2.2).

Categories application – switch to "Categories application" block (see 7.2.3).

Categories – switch to description of categories (see 7.2.4).

Geozones – switch to the geographic zones catalog (see **Ошибка! Источник ссылки не найден.**).

Attention!!! The following terms are used in the description of operations with tariffs and TAC:

Tariff component – a portion of carriage route for whose evaluation the OW tariff (one way) or half of RT tariff (return) can be used.

Price unit – an entire route or its part (group of tariff components) that corresponds to a certain type of carriage service, has its own price, and for which a separate ticket can be issued.

Combination – integration (incorporation in one carriage contract) of two or more price units.

7.1   Operations with tariffs

To start working with tariffs, click "Tariffs" button in the "Operations with tariff information" window (Fig. 7.1). This will open the "Operations with tariffs" window (Fig. 7.2) that contains the task list for operations with tariffs.
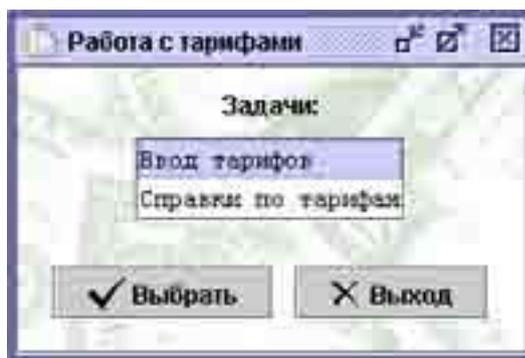
Fig. 7.2

Tariff management tasks:

Enter tariffs	Enter tariff information (see 7.1.1)
Tariff reports	Browse tariff information (see 7.1.3)

7.1.1 Entering tariffs (ET request)

To begin entering tariffs, select "Enter tariffs" task in the "Operations with tariffs" window (Fig. 7.2) and click "Select". The "Enter tariff" window (Fig. 7.3) will be displayed.

Fig. 7.3

Description of fields in the "Enter tariff" window

Tlg number – telegram number (serial number of message, a numeral in the range of 1 – 9999999).

Sender – code of the company that sent the message (numeral, maximum 3 digits).

Delivery type – type of incoming message (select from the dropdown list):

F – formalized message – if the source of tariff information sent a formalized message to TPC.

O – online – if the source provided tariff information via remote access system.

R – registration – a TPC parameter.

I – information sharing – a TPC parameter.

Airline – code of the carrier airline that registered the tariff (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Source – direct number of incoming message from the source of tariff information (numeral in the range of 1 – 9999999).

Source code – serial number of tariff in the message.

Carrier – code of the carrier airline that registered the tariff (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Validity – tariff validity period (flights operation period):

from – start date of the flights operation period to which the tariff applies (if this date precedes the date of entry or matches such date, the period begins on the date and time of entry; otherwise, the period begins at 0:00 hours on the specified date).

till – end date of the flights operation period to which the tariff applies (this field is optional; if blank, the system will think the period is prolonged "indefinitely until further notice"; otherwise, until 23:59:59 of the specified date).

Sale – period of sale under the specified tariff:

from – start date of the sale period (if this date precedes the date of entry or matches such date, the period begins on the date and time of entry; otherwise, the period begins at 0:00 hours on the specified date).

till – end date of the sale period (this field is optional; if blank, the system will think the period is prolonged "indefinitely until further notice"; otherwise, until 23:59:59 of the specified date).

Tariff – direction to which the tariff applies (select from the dropdown list):

I – tariff applies to flights from the point of departure to the point of arrival.

M – tariff is identical for flights from the point of departure to the point of arrival and to return flights.

Point of departure – code of the point of departure; in case of a route tariff – code of the initial point of route (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the point of arrival; in case of a route tariff – code of the final point of route (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

BTC – base tariff code generated as provided by the Regulation on Tariff Information Registration and Publication Process (maximum 8 characters).

TAC – TAC number assigned by carrier airline (as in TAC heading, see 7.2.1.1).

TAI – tariff application identifier (select from the dropdown list):

1 – *OW* tariff (one way), this tariff can be doubled and used as the RT tariff.

2 – *RT tariff* (return).

3 – *OW tariff*, this tariff cannot be doubled.

Total – tariff level (numeral in the range of 0.01 – 999999.99).

Currency – code of currency of the tariff (select from the currencies catalog, see **Ошибка! Источник ссылки не найден.**). *Attention!* Only one currency code may be used for one base tariff code between the point of departure and point of arrival.

Route tariff – if the box is checked, a route tariff is being entered; when checked, the fields below will become active for completion.

Route – number of route option from the routes card (see 0); can be completed for a published through tariff.

Option – number of route option from the routes catalog (see 0); you may leave this field blank if you enter a tariff without division operated by one carrier.

Division tariff – if the box is checked, you are entering a tariff with division into sections of carriage route; you will need to complete one or more windows that follow (when the box is checked, the **Next** button becomes active).

Description of buttons in the "Enter tariff" window

Enter tariff – enter the tariff and close window (if you are entering a route tariff and have completed a window for division of tariff into sections, division information will not be saved, and the system will display a corresponding warning notice).

Next – go to the next window to enter route tariff information (see 7.1.2); active only if the "Division tariff" box is checked.

Exit – exit without saving the tariff.

7.1.2 Entering route tariff

The system allows you to enter route tariffs with division by sections; you may also enter several division options for each route. Beginning of route tariff completion is the same as for a regular tariff (see 7.1.1). When you have entered the appropriate information in the "Enter tariff" window (Fig. 7.3), you may proceed to entering route options. Click "Next" to open the "Enter tariff" window (Fig. 7.4).

Fig. 7.4

Description of fields in the "Enter tariff" window

Point of departure – code of the initial point of route (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Route – number of route (select from the routes catalog, see 0); must match the route number entered in the previous window.

Option – number of route option (select from the routes catalog, see 0).

The table below lists the sections for the specified route option.

Carrier – code of the carrier airline for the section; a publishing airline must be specified at least for one of the sections (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Subclass – leave blank.

Total – calculated tariff for the route section (numeral in the range of 0 – 999999.99). The total of calculated tariffs for the sections must be as follows: for OW tariff (TAI 1 or 3) – tariff value specified in the "Total" field of the pervious window; for RT tariff (TAI 1 or 2) – half the tariff value specified in the "Total" field of the pervious window.

City – code of the point of transfer / destination point based on the route option (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Description of buttons in the "Enter tariff" window

Back – return to the previous window.

Enter tariff – enter the tariff and close window (if you the next window for division of tariff into sections has been completed, division information will not be saved, and the system will display a corresponding warning notice).

Next – go to the next window to enter the route tariff option.

Exit – exit without saving the tariff.

7.1.3 Tariff reports

To browse tariff reports, select **Tariff reports** in the "Operations with tariffs" window (Fig. 7.2) and click **Select**. The system will display the "Tariff report parameters" window (Fig. 7.5).

Fig. 7.5

Description of fields in the "Tariff report parameters" window

Report type – select the type of report (report parameters will change depending on the selected type of report).

Tariff control (TC request) – control information on the tariffs entered (see 7.1.3.1).

Tariffs (T request) – browse information on active tariffs (see 7.1.3.2).

Discounts (D request) – browse information on discounts specified in TAC (see 7.1.3.3).

Point of departure – code of the point of departure (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Point of arrival – code of the point of arrival (select from the cities catalog, see **Ошибка! Источник ссылки не найден.**).

Airline – code of the airline that published the tariff (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Tariff – code of tariff.

Route tag – if checked, the system will show information on the route (section) tariffs.

Route number – show information on route (section) tariffs with route number (according to Routes catalog, see 0).

TAC number – TAC number.

Departure date – flight departure date (current date if not specified).

Sale date – date when ticket was sold (current date if not specified).

Class/subclass – code of booking class/subclass.

Passenger category – code of passenger category.

Currency – code of currency in which the entered tariffs are converted (select from the currencies catalog, see **Ошибка! Источник ссылки не найден.**); default value is the console's currency.

Flights – flight number (or airline code; in this case, the report will show information on all flights of the specified airline).

7.1.3.1 "Tariffs control" report (TC request)

This report is designed to verify how the system interprets the tariff information that has been entered previously. To view the report, complete the fields in the "Enter value…" form (Fig. 7.5), select "tariffs control" in the **Report type** field and click **Execute.** An example of tariffs control report is shown in Fig. 7.6.

Fig. 7.6

Description of fields in the table of the "Tariffs control" report

Tlg # – telegram number.

Tariff # – serial number of tariff in the telegram.

 # in doc – serial number of tariff in airline documents.

ARL – airline code.

Subclass – code of booking class/subclass (subject to the new Regulation…, the fields has no entries).

Tariff – code of tariff.

Start date – start date of the tariff validity period.

End date – end date of the tariff validity period.

End of sales – end date of the tariff sales period.

TAC – TAC number.

> *Route number* – number of route or "X", where:

- For a through tariff (route tariff without division into sections) – route number is highlighted in bold
- For a route tariff in the direction "there" – number of route
- For a route tariff in the direction "back" – number of route followed by the "-" character
- For a "there and back" tariff of the route – number of route followed by the "=" character
- For a "there and back" tariff of the route with fixed point of departure – number of tariff followed by the ">" character if the directions for the pair of cities in the request to browse report and the pair of cities specified in the "Enter tariff" window match, or by the "<" character if the directions for the pair of cities in the request to browse report and the pair of cities specified in the "Enter tariff" window do not match
- For a "there and back" tariff – "X"
- For a "there and back" tariff with fixed point of departure – "X" followed by the ">" character if the directions for the pair of cities in the request to browse report and the pair of cities specified in the "Enter tariff" window match, or by the "<" character if the directions for the pair of cities in the request to browse report and the pair of cities specified in the "Enter tariff" window do not match
- For a "there" tariff – blank.

Tariff amount – value of the tariff.

Currency – code of currency in which the tariff is specified.

Flights – not used.

For "there and back" tariffs and "there and back" tariffs of the route with fixed point of departure, the system will display both tariffs regardless of how the pair of cities was specified in the request – in "there" direction or in "back" direction.

Route tariffs will be displayed in accordance with the "route property" specified when the report was requested.

Description of buttons in the "Tariffs control" report

Explicate tariff (EX request) – browse detailed information on the selected tariff (see "Detailed tariff information ").

To browser – convert table into HTML format.

To Excel – convert table into Excel format.

Exit – return to the report parameters window.

Detailed tariff information (EX request)

To browse detailed tariff information, select the desired line in the "Tariffs control" report table and click **Explicate tariff.** The system will display a table showing detailed information on the tariffs selected in accordance with the parameters specified in the "Tariffs control" report. These parameters include the following: Tlg #, Tariff #, # in doc, and ARL. An example of tariffs list with detailed information is shown in Fig. 7.7.

Fig. 7.7

Description of fields in the "Select tariff" table of the report

Tlg # – telegram number.

Tariff # – serial number of tariff in the telegram.

 # in doc – serial number of tariff in airline documents.

ARL – airline code.

Start of sales – start date of the tariff sales period.

End of sales – end date of the tariff sales period.

SD – start date of the tariff validity period.

ED – end date of the tariff validity period.

Dir – tariff direction (T – there, M – between).

PD – code of the point of departure.

PA – code of the point of arrival.

Tariff – code of tariff.

TAC – TAC number.

TAI – tariff application identifier.

Total – level of tariff.

Currency – code of tariff currency.

Subclass – code of booking class/subclass (subject to the new Regulation…, the fields has no entries).

Route #/option – route number / route option number (for route tariffs).

Operator – ID of the operator who created the tariff.

Console – address of the console on which the tariff was created.

Date entered – date the tariff was entered.

Description of buttons in the "Select tariff" report

Select – open form to edit or close tariff (see 7.1.4).

Exit – close the window.

7.1.3.2 "Tariffs" report (T request)

"Tariffs" report can be used to browse information on active tariffs. Active tariffs are those for which there are currently effective application conditions. To browse the report, complete the fields in the "Enter value" form (Fig. 7.5), select "tariffs" in the **Report type** field and click **Execute.** An example of the report is shown in Fig. 7.8.

Fig. 7.8

Description of fields in the "Tariffs report" table

Tariff – code of tariff ("*" after the tariff code means that the tariff cannot be estimated automatically; "!" means that the tariff cannot be used at the sales location).

Passenger cat. – code of passenger category.

Subclass – code of booking (subclass) for tariff application.

Direction – direction in which the tariff applies:

There – one-way tariff.

Return – "there and back" tariff.

Through – route tariff without division into sections (one-way).

Route – route tariff with division into sections (one-way).

Circle – route tariff with division into sections (there and back).

Thrgh circle – route tariff without division into sections (there and back).

Tariff amount – tariff value converted into the currency specified in the request (tariff value and code of tariff currency are specified in brackets).

Sale end – last day when tickets can be sold with the specified tariff.

Stay min – minimum time (days/months) of stay at a turnaround point of a "there and back" flight.

Stay max – maximum time (days/months) of stay at a turnaround point of a "there and back" flight.

ARL – airline code.

Flight – number of flight on which the tariff is active (if "ALL", TAC specifies that the condition is valid for all flights of the specified airline).

TAC – number of TAC that contains the tariff application conditions.

Flight number – number of flight (for route tariffs only).

Tariffs are displayed based on the "small come first" approach. "There and back" tariffs are estimated based on the "half" approach, but will be shown as a full tariff value.

For "there and back" tariffs and "there and back" tariffs of the route with fixed point of departure, the system will display the tariff depending on how the pair of cities was specified in the request – in "there" direction or in "back" direction.

For operators with airline ID, if the airline code was not specified in the request, tariffs of their own airline will be displayed first.

Route tariffs will be displayed only if the pair of cities in the request matches the initial point and destination point of the route. For example, route tariff for the MOW-KUF-IKT route will be displayed if the MOWIKT pair of cities is specified in the request.

In the example above, route tariff will not be displayed for the MOW-KUF section, whose point of arrival is not the destination point for MOW-KUF-IKT route (route number = 9945).

If a tariff cannot be used at the sales location, i.e. cannot be applied from the current console, the operator with appropriate permissions will see the tariff with the "!" tag. The "!" code is specified in the column that comes after the tariff code. Operator without appropriate permissions will not see this tariff on the screen.

7.1.3.3 "Discounts" report (D request)

This report can be used to browse active discount tariffs. To browse the report, complete the fields in the "Tariffs report parameters" form (Fig. 7.5), select "discounts" in the **Report type** field and click **Execute.** An example of the report is shown in Fig. 7.9.

	Тариф	Кат. пассажира	Подкласс	Направление	Размер тарифа	Оконч. продаж	Пребывание и
1	YRT-IN00	РИА	3	туда и обр	0.00		
2	Y-IN-100	РИГ	3	туда	0.00		
3	Y-CH-50	РБГ	3	туда	25.00		
4	Y-YTH-25	ИЛА	3	туда	40.00		
5	З-РБ50	РБГ	3	туда	1900.00		
6	YRT/AA0	ААА	3	туда и обр	5000.00		

Fig. 7.9

Description of fields in the "Discount tariffs" table of the report

Tariff – code of tariff.

Passenger cat. – code of passenger category.

Subclass – booking (subclass) code for discount tariff.

Direction – direction in which the discount tariff is effective.

There – one-way tariff.

Return – "there and back" tariff.

Through – route tariff without division into sections (one-way).

Route – route tariff with division into sections (one-way).

Circle – route tariff with division into sections (there and back).

Thrgh circle – route tariff without division into sections (there and back).

Tariff amount – discount tariff value.

Sale end – last day when tickets can be sold with the specified discount tariff.

Stay min – minimum time (days/months) of stay at a turnaround point of a "there and back" flight.

Stay max – maximum time (days/months) of stay at a turnaround point of a "there and back" flight.

ARL – airline code.

Flight – number of flight on which the discount tariff is active (if "ALL", TAC specifies that the condition is valid for all flights of the specified airline).

TAC – number of TAC that contains the discount tariff application conditions.

Flight number – number of flight (for route tariffs only).

7.1.4 Editing and closing tariff (ET and CT requests)

To start editing a tariff or to close a tariff, select the tariff in the "Tariffs control" report (see 7.1.3.1), open detailed tariff information report by clicking **Explicate report,** select the tariff of interest in the tariffs list that appears, and click **Select.** The system will display the "Explicate tariff" window that is similar to the "Enter tariff" window (Fig. 7.3). In this window, you may browse all the information on the tariff.

In the same window ("Explicate tariff"), you may edit or close the tariff. Click **Edit,** and all the fields in the "Explicate tariff" window will become editable. Besides, new buttons will appear.

Description of buttons in the "Explicate tariff" window

Enter tariff – save changes.

Close tariff – close tariff.

Next – go to route information (for route tariffs).

Exit – return to the tariffs list.

7.2 Operations with TAC (tariff application conditions)

Tariff application condition (TAC) is an essential concept of the tariff subsystem. TAC is a formalized representation of certain conditions, in event of observance of which by a passenger the carrier airline will offer such passenger a certain tariff. In accordance with the new Regulation, TAC structure includes the following blocks:

Heading	Used to classify an application condition within the system as a tariff information object; helps establish connection between TAC and STAC-APP or STAC-GENERAL (see **Ошибка! Источник ссылки не найден.**)
BTC application (base tariff code)	Describes a variety of tariff properties to which the TAC (STAC-APP) will apply (see 7.2.2)
Category application	Used to determine correspondence between restrictions by category and tariff properties described in the "BTC application" block (see 7.2.3)
Category description	Specifies the actual tariff application conditions (see 7.2.4)

Each of the blocks specified above (except **Heading**) consists of an unlimited number of entries (in case of **Category description** block, these entries are called options).

A group of buttons in the "Operations with tariff information" window (see Fig. 7.1) are used for operations with TAC. Click a corresponding button to work with the appropriate TAC block.

7.2.1 "Heading" block

Using a unique number (TAC number), "Heading" block classifies an application condition within the system as a tariff information object, defines the date when the condition takes effect, and determines connection between TAC and STAC-APP (STAC-GENERAL).

Only one status of application condition with the specified number may be in effect for a carrier airline in a given period of time.

To start work with TAC headings, click the **Headings** button in the "Operations with tariff information" window (Fig. 7.1). The system will display the "Company TAC report" window (Fig. 7.10).

Fig. 7.10

The area in the center of the window is used to display information on existing TAC. When you first open the window, it will not contain this information. TAC information will appear on the screen only when you click **Show**.

Description of fields in the "TAC report" window

A group of data fields at the top of the window is used to enter TAC report parameters. All these fields are optional. If user does not enter any values in these fields, the system will display a list of general STAC.

Airline – code of airline (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**); leave blank for general STAC.

TAC number – number of TAC (if specified, the report will show information on this specific TAC (see 7.2.1.2); if blank, a TAC list will be displayed).

Departure date – departure date.

Departure time – departure time; must be specified unless departure date is blank.

Sale date – sale date.

Sale time – sale time; must be specified unless sale date is blank.

Description of buttons in the "TAC report" window

Show report – display TAC report on the screen (see 7.2.1.2).

Clear – clear all fields in the form.

Show TAC – show information on the TAC whose number the cursor is pointing at (see 7.2.1.2).

New TAC – open form to enter a new TAC heading (see 7.2.1.1).

Exit – return to the "Operations with tariff information" window.

7.2.1.1 Entering and editing TAC headings (VUZ request)

Using a unique number (TAC number), "Heading" block classifies an application condition within the system as a tariff information object, defines the date when the condition takes effect, and determines connection between TAC and STAC-APP (STAC-GENERAL).

Only one status of application condition with the specified number may be in effect for a carrier airline in a given period of time.

To enter a new "Heading" block, click the **New TAC** button in the "TAC report" window. The system will display a new window where you can enter and edit TAC headings (Fig. 7.11).

Fig. 7.11

Description of fields in the "Create/edit TAC heading" window

Tlg number – telegram number (serial number of message, a numeral in the range of 1 – 9999999).

Sender – code of the company that sent the message (numeral, maximum 3 digits).

Delivery type – type of incoming message (select from the dropdown list):

F – formalized message – if the source of tariff information sent a formalized message to TPC.

O – online – if the source provided tariff information via remote access system.

R – registration – **a TPC parameter.**

I – information sharing – a TPC parameter.

Airline – code of the carrier airline that registered the tariff (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**); for STAC, specify "###".

Source – direct number of incoming message from the source of tariff information (numeral in the range of 1 – 9999999).

Source code – serial number of tariff in the message.

Carrier – code of the carrier airline that registered the tariff (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Validity – tariff validity period (flights operation period).

Sale – period of sale under the specified tariff with the given TAC (not used at this time).

TAC – a four-digit alphanumeric TAC number designated by a carrier in accordance with the rules described in the Regulation on Tariff Information Registration and Publication Process :

- For TAC – 4 numerals with nonsignificant zeros, e.g. 0001, 0125, 0500, 1000;
- For STAC-APP – Latin "A" as the first character followed by 3 numerals with nonsignificant zeros, e.g. A004;
- For STAC-GENERAL – Latin "N" or "S" (depending on TAC type) as the first character followed by 3 numerals with nonsignificant zeros, e.g. N004.

STAC – number of STAC-APP used for categories that do not imply any restrictions for the given TAC; if blank, a reference to TAC-GENERAL must be provided (to be completed only when TAC is published).

Type – STAC-GENERAL type; complete only if the "STAC" field is completed; select value from the dropdown list:

N – STAC for regular tariffs;

S – STAC for special tariffs.

Functions of buttons in the "Create/edit TAC heading" window

Create/Save – close window after saving changes.

Clear – clear all fields in the window.

Exit – close window without saving changes.

7.2.1.2 Browsing TAC headings (TPZ request)

To browse TAC headings, enter appropriate values in the corresponding fields of the "TAC report" window (Fig. 7.10) and slick **Show**. The system will display TAC information (Fig. 7.12).
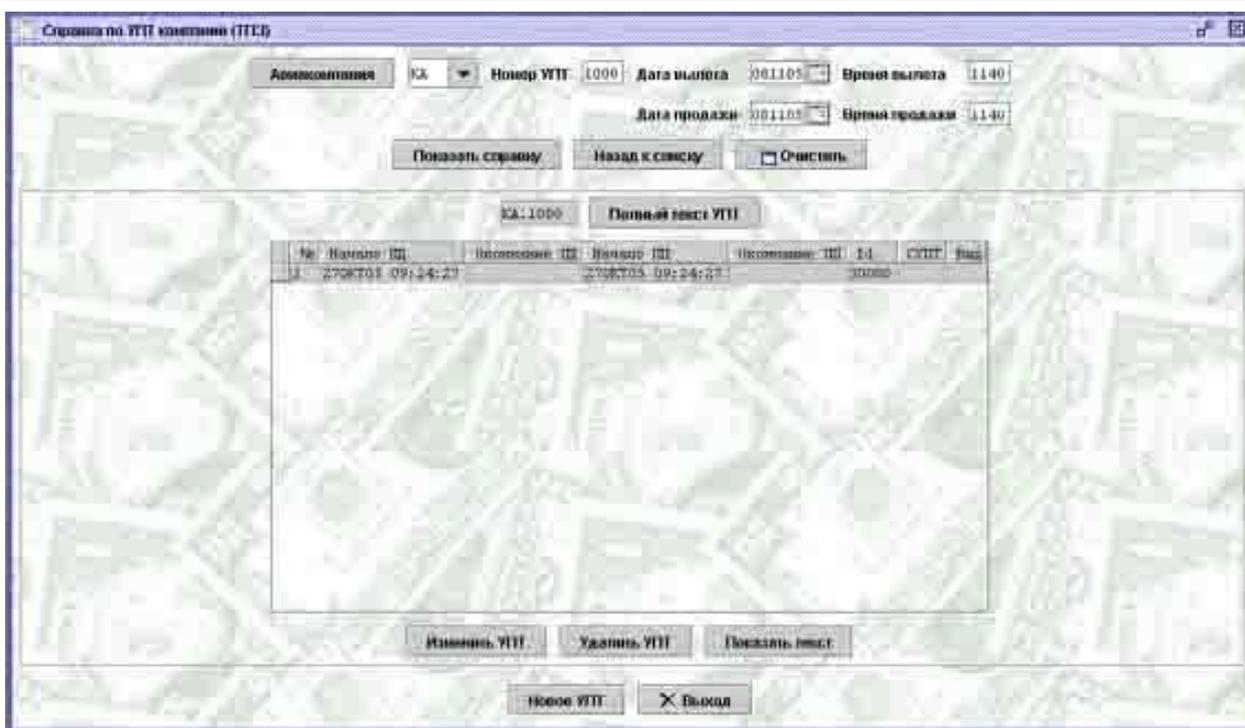
Fig. 7.12

Description of TAC information table

The top line of the table shows the TAC name that includes airline code and TAC number.

No. – serial number.

VP start – TAC validity period start date and time.

VP end – TAC validity period end date and time.

SP start – start date and time of sales period in accordance with TAC.

SP end – end date and time of sales period in accordance with TAC.

Id – information for programmers.

STAC – STAC (APP) number.

Type – STAC-GENERAL type.

Description of buttons in the "TAC report" window

Show report – display a new TAC report on the screen.

Back to list – show TAC list.

Clear – clear all fields in the form.

Full TAC text – show text of the TAC whose entry the cursor is pointing at and that is effective at the moment (see "Browsing TAC text ").

Edit TAC – open form for editing of TAC that the cursor is pointing at (see 7.2.1.1).

Delete TAC – close information on the TAC heading that the cursor is pointing at.

Show TAC text – show text of the TAC whose entry the cursor is pointing at and that is effective on the date and time specified in the entry (see "Browsing TAC text ").

New TAC – open form to enter new TAC heading (see 7.2.1.1).

Exit – return to the "Operations with tariff information" window.

Browsing TAC text (TP* request)

When the system has displayed TAC report, you may browse the text of the selected TAC. To do this, select the appropriate TAC in the list and click **Show TAC text** or **Full TAC text**.

You may click **Show TAC text** to browse TAC text effective on the date and time specified in the entry. The **Full TAC text** button allows you to browse full TAC text effective on the current moment.

An example of TAC text is shown in Fig. 7.13.
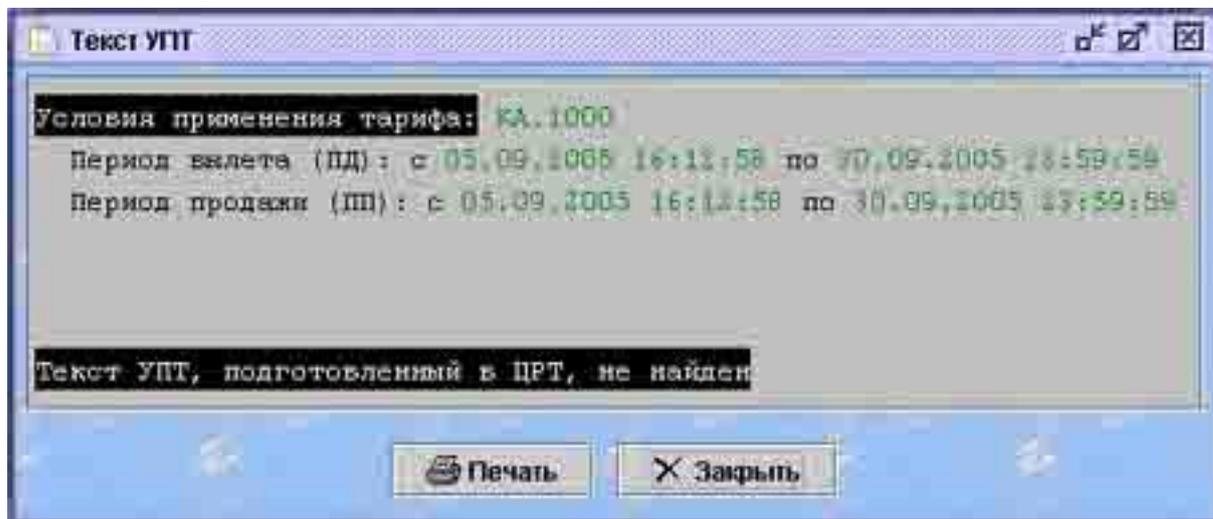
Fig. 7.13

After your request, the system will display textual information on the TAC heading.

If TAC was registered via the TAR − LINE remote registration system, information on such TAC will be provided to Sirena-2000 or GRS booking centers from the exchange file. In this case, the text interpreted by the system will be followed by the TAC text obtained from TPC.

7.2.2 "BTC application" block

"BTC application" block defines, for each property of the tariff, the key tariff parameters that are not identified in the tariff entry.

These parameters include the following: booking codes, tariff type, season, days of the week / time of day, tariff style, and mode of displaying on ABS screen in response to information requests.

Tariff property is a general concept that includes the following: base tariff code, use ID, route application geography, and route.

Parameters of a tariff entry and parameters that are additionally specified in the "BTC application" block will be used in the "Category application" blocks to verify tariff application conditions identified in category options.

"BTC application" block may consist of one or more entries, where each entry describes one specific tariff property and has a unique number. The number of entries in the block is unlimited.

To start work with the "BTC application" block, click **BTC application** button in the "Operations with tariff information" window (Fig. 7.1). The system will display the "BTC application report" window (Fig. 7.14).

Fig. 7.14

The area in the center of the window is used to display information on existing BTC application entries. When you first open the window, it will not contain this information. BTC application information will appear on the screen only when you click **Show**.

Description of fields in the "BTC application report" window

The group of data fields at the top of the window is used to enter BTC application report parameters.

Airline – code of airline (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

TAC number – number of TAC (as in the TAC heading, see 7.2.1.1).

Entry number – number of entry in the specified TAC (if specified, the report will show information on the specific TAC application entry (see 7.2.2.2); if blank, a list of TAC application entries will be displayed).

Departure date – departure date.

Departure time – departure time; must be specified unless departure date is blank.

Sale date – sale date.

Sale time – sale time; must be specified unless sale date is blank.

Description of buttons in the "BTC application report" window

Show report – display information on BTC application entries on the screen (see 7.2.2.2).

Clear – clear all fields in the form.

Show BTC application – show information on application entries for the BTC whose number the cursor is pointing at (see 7.2.2.2).

New entry – open the form to make a new BTC application entry (see 7.2.1.1).

Exit – return to the "Operations with tariff information" window.

7.2.2.1 Creating and editing BTC application entries (VUPT request)

ATTENTION!!! Prior to completing the "BTC application" block, make sure the "Heading" block has been completed for STAC. Otherwise the system will not allow you to enter STAC data without geographic reference, as it will recognize it as a regular TAC.

One "BTC application" block may include an indefinite number of entries for TAC, but they all must have unique numbers and be distinguished from each other by at least one designation in "BTC", "Point1", "Point2" and "Route" fields.

To create a new "BTC application" entry, click the **New entry** button in the "BTC application report" window. The system will display a window where you can create or edit entries on BTC application (Fig. 7.15).

Fig. 7.15

Description of fields in the "TAC: BTC application block" window

Tlg number – telegram number (serial number of message, a numeral in the range of 1 – 9999999).

Sender – code of the company that sent the message (numeral, maximum 3 digits).

Delivery type – type of incoming message (select from the dropdown list):

F – formalized message – if the source of tariff information sent a formalized message to TPC.

O – online – if the source provided tariff information via remote access system.

R – registration – a TPC parameter.

I – information sharing – a TPC parameter.

Airline – code of the carrier airline that registered the TAC (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**); specify "###" for STAC.

Source – direct number of incoming message from the source of tariff information (numeral in the range of 1 – 9999999).

Source code – serial number of TAC information in the message.

Carrier – code of the carrier airline that registered the TAC (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Validity – TAC validity period (flights operation period).

Sale – period of sale under the specified tariff with the given TAC (not used at this time).

TAC – TAC number (as in the TAC heading, see 7.2.1.1).

Number – entry number; a numeric value that differs from other values of the same TAC (maximum 4 digits).

Base tariff code – base tariff code for TAC; not to be completed for STAC-APP (verifiable parameter; when the system determines the tariff, it will search for the first "BTC application" entry that does not disagree with the value of this parameter in the tariff entry).

Tariff application identifier – tariff application identifier (select from the dropdown list):

1 –   *OW* tariff (one way), this tariff can be doubled and used as the RT tariff.

2 –   *RT tariff* (return).

3 –   *OW tariff*, this tariff cannot be doubled.

Point1, **Point2** – geographic location that corresponds to the code of base tariff to which the given entry applies.

To enter the geographic location, you will need to complete two fields: geographic location type (select from the dropdown list: city, region, federal district, country) and code of the city / region / federal district / country (select from the corresponding catalogs). If geographic location type is "City", codes for "Point1" and "Point2" must differ. If geographic location type is "Region", "Federal district" or "Country", this entry applies to all the cities located within the limits of the specified geographic location. The entry is applicable to tariffs with point of departure in "Point1" and tariffs with point of departure in "Point2".

Route – number of route for route tariffs in accordance with the routes catalog (see 0).

Type – code of tariff type in accordance with the Regulation on Tariff Information Registration and Publication Process (select from the catalog of tariff type codes, see **Ошибка! Источник ссылки не найден.**).

Season – code of season in accordance with the Regulation on Tariff Information Registration and Publication Process (select from the seasons catalog, see **Ошибка! Источник ссылки не найден.**).

Day – code of the type of weekday / time of day in accordance with the Regulation on Tariff Information Registration and Publication Process (select from the type of weekday/time of day catalog, see 3.39).

Style – tariff style (select from the dropdown list or enter on the keyboard a corresponding Cyrillic or Latin character – Н (N), С(S)):

N – normal,

S – special.

Display – code of the type of display of base tariff codes on ABS screens in accordance with the Regulation on Tariff Information Registration and Publication Process (select from the catalog of base tariff codes, see **Ошибка! Источник ссылки не найден.**).

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized (text must be no longer than 2,000 characters, with Cyrillic and/or Latin letters and numerals, except "/" and "=" characters).

At the bottom of the window, you will see a table containing duplicate information relevant to the BTC entry. Basic operations with tables are described in the graphical terminal manual.

Description of fields in the table:

PCC – passenger category code (in accordance with the passenger categories catalog, see 3.20); specify only when booking code (value of "Subclasses" field) is defined depending on the passenger category; otherwise, booking code will be used for any passenger category. Passenger category code for which the tariff is used is set in the category "1. SELECTIVITY".

Min age – minimum age of passenger of this category (years).

Max age – maximum age of passenger of this category (years).

Subclasses – booking code specified for the base tariff code ("BTC" field), geographic location (fields "Point1" and "Point2") (consistent with the tariff direction index for booking categories ("BC direction" field)) and passenger category ("PCC" field). No more than 26 codes may be specified. The function used between booking codes is "OR". When you create a STAC, make one entry that includes all booking codes (26).

BC direction – direction index of tariffs for which the booking code is specified:

3 –   for tariffs with point of departure in "Point1"

4 –   for tariffs with point of departure in "Point2".

If blank, booking code will be specified for tariffs with point of departure in both "Point1" and "Point2". Do not complete if "Point1" and "Point2" are the same.

BC except – number of exceptions block for booking codes in accordance with the Regulation on Tariff Information Registration and Publication Process.

Code in ticket – code in ticket that is used to replace the base tariff code on ticket blank (numerals and Latin letters).

CIT index – code-in-ticket index that shows which specific type of information from tariff application condition must be used to complement the code in ticket when ticket blank is being filled out:

1 –   maximum stay time (code will be complemented with a numeric value of the time of maximum stay and the unit of time in Latin letters: D – days, M – months (category 7 in "MAX" field))

3 –   discount value (code will be complemented with a numeric value of the discount (categories 19-22 in "PRS" field)).

Prcs code – ticket processing code (opportunity to place special messages on the ticket; it is usually a 3-digit code of passenger category determined in accordance with the Regulation on Tariff Information Registration and Publication Process; only Latin characters can be used).

PC index – ticket processing code index that shows which specific type of information from tariff application condition must be added when ticket blank is being filled out:

1 –   maximum stay time (code will be complemented with a numeric value of the time of maximum stay and the unit of time in Latin letters: D – days, M – months (category 7 in "MAX" field))

3 –   discount value (code will be complemented with a numeric value of the discount (categories 19-22 in "PRS" field)).

Com name – commercial name of tariff.

Description of buttons in the "TAC: BTC application block" window

Create/Save – close window after saving changes.

Clear – clear all fields in the window.

Exit – close window without saving changes.

7.2.2.2 Browsing BTC application entries (TPPT request)

To browse BTC application entries, enter the appropriate values in the corresponding fields of the "BTC application report" window (Fig. 7.14) and click **Show.** The system will display information on BTC application (Fig. 7.16).
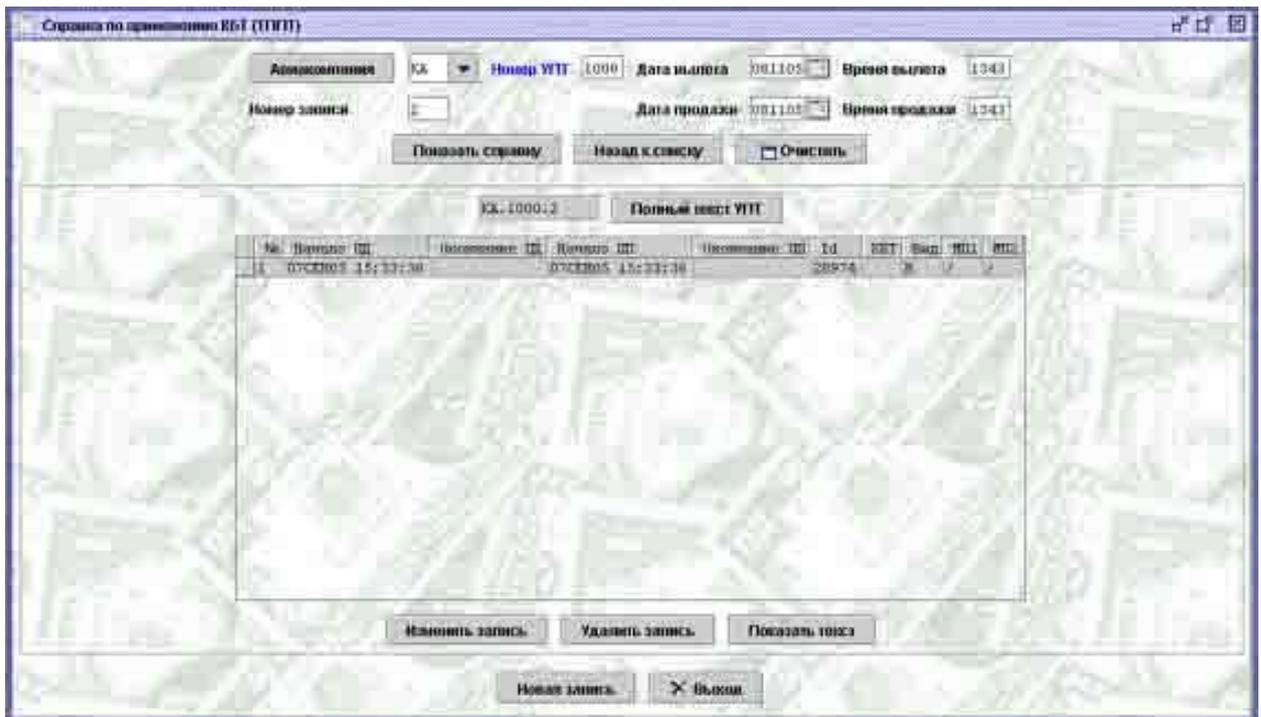

Fig. 7.16

Description of BTC application report table

The top section of the table contains the title of BTC application entry that consists of the airline code, TAC number and entry number.

No. – serial number.

VP start – BTC application entry validity period start date and time.

VP end – BTC application entry validity period end date and time.

SP start – start date and time of sales period in accordance with BTC application entry.

SP end – end date and time of sales period in accordance with BTC application entry.

Id – information for programmers.

BTC – base tariff code for TAC.

Type – STAC-GENERAL type.

GL1 – type of geographic location and code of the corresponding geographic object for Point1.

GL2 – type of geographic location and code of the corresponding geographic object for Point2.

Description of buttons in the "BTC application report" window

Show report – display new BTC application report on the screen.

Back to list – show BTC application entries list.

Clear – clear all fields in the form.

       Full TAC text – show text of the BTC application entry that the cursor is pointing at and that is effective at the moment (see "Browsing BTC application entry text").

       Edit entry – open the form for editing of the BTC application entry that the cursor is pointing at (see 7.2.2.1).

       Delete entry – close BTC application entry that the cursor is pointing at.

       Show text – show text of the BTC application entry that the cursor is pointing at and that is effective on the date and time specified in the entry (see "Browsing BTC application entry text").

       New entry – open the form to create a new BTC application entry (see 7.2.2.1).

       Exit – return to the "Operations with tariff information" window.

Browsing BTC application entry text (TP* request)

       When the system has displayed BTC application report, you may browse the text of the selected entry. To do this, select the appropriate entry in the list and click **Show text** or **Full TAC text**.

       You may click **Show TAC text** to browse TAC text effective on the date and time specified in the entry. The **Full TAC text** button allows you to browse full TAC text effective on the current moment.

   An example of BTC application entry text is shown in Fig. 7.17.
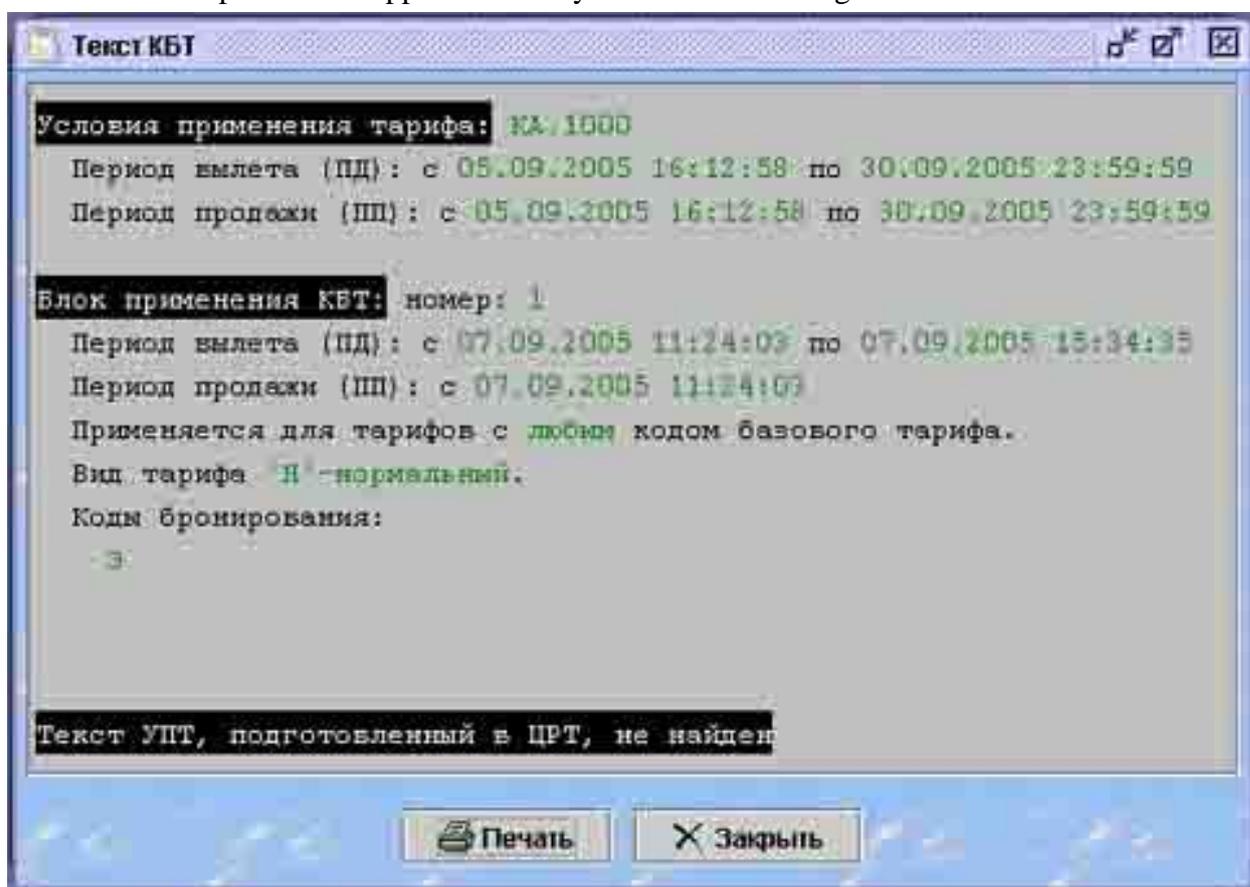
Fig. 7.17

After your request, the system will display textual information on the TAC ("Heading" and "BTC application" blocks).

If TAC was registered via the TAR – LINE remote registration system, information on such TAC will be provided to Sirena-2000 or GRS booking centers from the exchange file. In this case, the text interpreted by the system will be followed by the TAC text obtained from TPC (exchange file).

7.2.3 "Category application" block

"Category application" block must be completed for each category in the TAC. Thus, one TAC may include up to 22 "Category application" blocks depending on their total maximum quantity.

Each "Category application" block may include an unlimited number of entries. Each entry is a filter (check item) for granting access to the conditions (restrictions) of category that must be checked to identify whether the tariff can be applied or to take notice / action (e.g., for exchange/return operations). Each entry contains a combination of parameters whose values are compared to the values of tariff properties. When an entry of the "Category application" block is processed, tariff property denotes not only the combination of base tariff code, application identifier, tariff geography and route, but also the type of tariff, season and weekday / time of day, if these properties are specified in the "BTC application" block entry.

Restrictions set in the category with respect to the tariff property may consist of one category option, several options within one category, or several options of several categories. Restrictions in category "0.Application" should be set from one option of category only.

If detailed tariff properties meet the requirements of entry in the "Category application" block (successfully pass through the filter), category restrictions will be checked against booking conditions in the given PNR. To check fulfillment of category conditions, the system uses the string logic (if specified) that allows implementing complex relations between data in different categories. String logic is deployed on the entry level in the "Category application" block.

To start work with the "Category application" block, click the **Category application** button in the "Operations with tariff information" window (Fig. 7.1). This will open the "Category application report" window (Fig. 7.18).

Fig. 7.18

The area in the center of the window is used to display information on existing category application entries. When you first open the window, it will not contain this information. Category application information will appear on the screen only when you click **Show**.

Description of fields in the "Category application report" window

The group of data fields at the top of the window is used to enter category application report parameters.

Airline – code of airline (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

TAC number – number of TAC (as in the TAC heading, see 7.2.1.1).

Category number – number of category.

Entry number – number of entry.

Departure date – departure date.

Departure time – departure time; must be specified unless departure date is blank.

Sale date – sale date.

Sale time – sale time; must be specified unless sale date is blank.

Description of buttons in the "Category application report" window

Show report – display information on category application entries on the screen (see 0).

Clear – clear all fields in the form.

Show category application – show information on application entry for the category whose number the cursor is pointing at (see 0).

New entry – open the form to make a new category application entry (see 7.2.3.1).

Exit – return to the "Operations with tariff information" window.

7.2.3.1 Creating and editing category application entries (VUPK request)

To create a new "Category application" entry, click the **New entry** button in the "Category application report" window. The system will display a window where you can create or edit category application entries (Fig. 7.19).
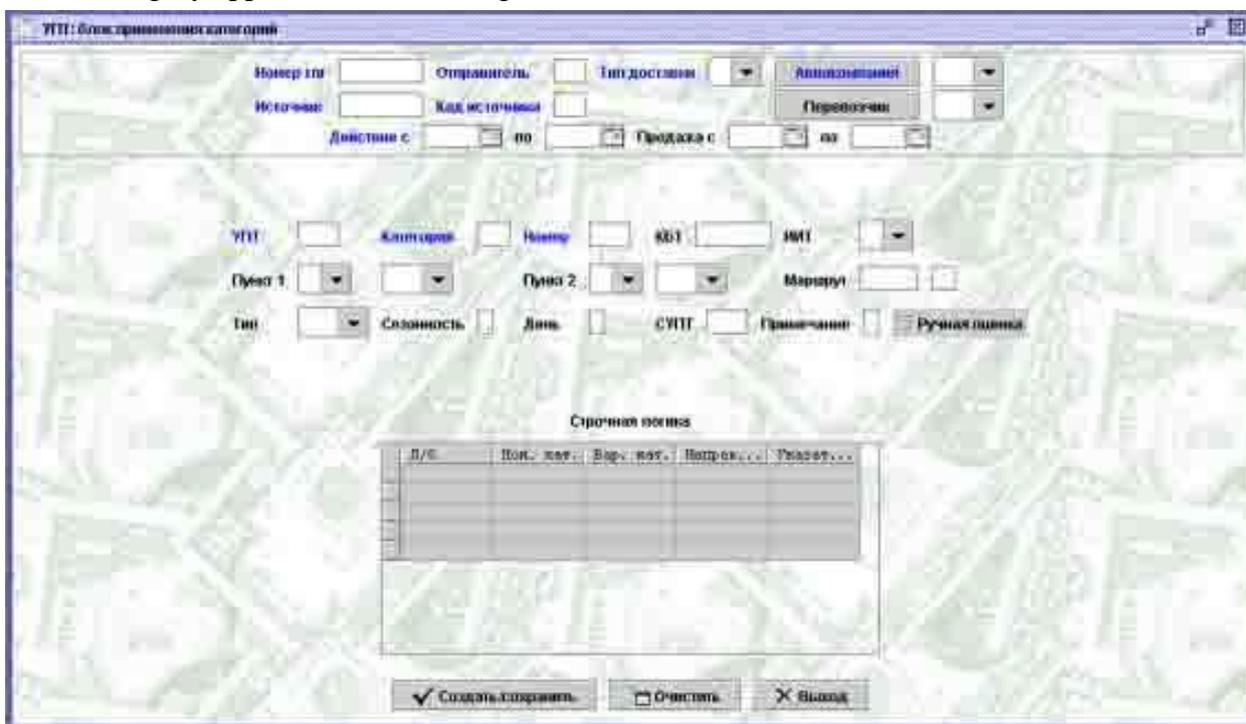
Fig. 7.19

Description of fields in the "TAC: Category application block" window

Tlg number – telegram number (serial number of message, a numeral in the range of 1 – 9999999).

Sender – code of the company that sent the message (numeral, maximum 3 digits).

Delivery type – type of incoming message (select from the dropdown list):

F – formalized message – if the source of tariff information sent a formalized message to TPC.

O – online – if the source provided tariff information via remote access system.

R – registration – a TPC parameter.

I – information sharing – a TPC parameter.

Airline – code of the carrier airline that registered the TAC (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**); specify "###" for STAC.

Source – direct number of incoming message from the source of tariff information (numeral in the range of 1 – 9999999).

Source code – serial number of TAC information in the message.

Carrier – code of the carrier airline that registered the TAC (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Validity – TAC validity period (flights operation period).

Sale – period of sale under the specified tariff with the given TAC (not used at this time).

TAC – TAC number (as in the TAC heading, see 7.2.1.1).

Category – number of category for which the "Category application" block is being created (numeral in the range of 0 – 29).

Number – entry number; a numeric value that differs from other values of the same category (maximum 4 digits).

BTC – base tariff code that corresponds to the code described in the "BTC" field of "BTC application" block, or a family of base tariff codes described in accordance with the Regulation on Tariff Information Registration and Publication Process, for which the current entry specifies category restrictions (only the family of base tariff codes may be specified for STAC-APP).

TAO – tariff application identifier (select from the dropdown list):

1 – 	*OW* tariff (one way), this tariff can be doubled and used as the RT tariff.

2 – 	*RT tariff* (return).

3 – 	*OW tariff*, this tariff cannot be doubled.

Blank – no restrictions (one way, return).

Point1, **Point2** – geographic location that corresponds to the code of base tariff (BTC field) to which the given entry applies.

To enter the geographic location, you will need to complete two fields: geographic location type (select from the dropdown list: city, region, federal district, country) and code of the city / region / federal district / country (select from the corresponding catalogs). If geographic location type is "City", codes for "Point1" and "Point2" must differ. If geographic location type is "Region", "Federal district" or "Country", this entry applies to all the cities located within the limits of the specified geographic location. The entry is applicable to tariffs with point of departure in "Point1" and tariffs with point of departure in "Point2".

Route – number of route for route tariffs in accordance with the routes catalog (see 0).

Type – code of tariff type in accordance with the Regulation on Tariff Information Registration and Publication Process (select from the dropdown list).

Season – code of season in accordance with the Regulation on Tariff Information Registration and Publication Process.

Day – code of the type of weekday / time of day in accordance with the Regulation on Tariff Information Registration and Publication Process.

STAC – number of STAC for shared use for the given category (not in use at this time).

Comment – tag of share use of TAC and STAC (not in use at this time).

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

String logic

If restrictions consist of several options of one or different categories, they make a sequence. Logic operators in the "L/O" field are used to create sequences.

One entry of the "Category application" block may include one or more sequences linked by the "OR" operator that is not specified in the message. Description of sequences must not include the options of categories that have not been published by the carrier airline.

Operations with this table are the same as the common operations with tables described in the graphical terminal manual.

Description of fields in the table:

L/O – logic operator (select from the dropdown list):

THEN – mandatory entry in the first line.

    AND – restrictions of this category option are used only with restrictions of the previous category option.

    OR – either restrictions of the current category options, or restrictions of the previous category option are used.

    IF – this operator is used when application of restrictions of the previous sequence of category options depends on application of restrictions of another definitive sequence.

    OR ELSE – this operator is used only together with the "IF" logic operator and defines the sequence of category options whose restrictions apply only if restrictions of the sequence of category options specified in the "IF" logic operator have not been completed.

Cat nmr. – number of category/subcategory used in the string logic.

Cat opt. – category option used in the string logic.

Tariff direction – index of tariff direction for which the specified category option is defined:

3 –   for tariffs with point of departure in "Point1"

4 –   for tariffs with point of departure in "Point2".

    If the field is blank, this category option will be defined for tariffs with point of departure in both "Point1" and "Point2". Do not complete if "Point1" and "Point2" are the same. If completed, then "Point1" and "Point2" must also be completed.

    TC index – index of tariff component direction for which the specified category option is used (select from the dropdown list):

O – tariff component with direction "there" (tariff component for which the passenger's movement direction and the tariff's direction are the same);

I – tariff component with direction "back" (tariff component for which the passenger's movement direction is opposite to the tariff's direction).

Description of buttons in the "TAC: Category application block" window

Create/Save – close window after saving changes.

Clear – clear all fields in the window.

Exit – close window without saving changes.

7.2.3.2 Browsing category application entries (TPPK request)

    To browse category application entries, enter the appropriate values in the corresponding fields of the "Category application report" window (Fig. 7.18) and click **Show.** The system will display information on category application (Fig. 7.20).

Fig. 7.20

Description of category application report table

The top section of the table contains the title of category application entry that consists of the airline code, TAC number, category number and entry number.

No. – serial number.

VP start – category application entry validity period start date and time.

VP end – category application entry validity period end date and time.

SP start – start date and time of sales period in accordance with category application entry.

SP end – end date and time of sales period in accordance with category application entry.

Id – information for programmers.

BTC – base tariff code for TAC.

Type – STAC-GENERAL type.

GL1 – type of geographic location and code of the corresponding geographic object for Point1.

GL2 – type of geographic location and code of the corresponding geographic object for Point2.

Description of buttons in the "Category application report" window

Show report – display new category application report on the screen.

Back to list – show category application entries list.

Clear – clear all fields in the form.

Full TAC text – show text of the category application entry that the cursor is pointing at and that is effective at the moment (see "Browsing category application entry text").

Edit entry – open the form for editing of the category application entry that the cursor is pointing at (see 7.2.3.1).

Delete entry – close category application entry that the cursor is pointing at.

Show text – show text of the category application entry that the cursor is pointing at and that is effective on the date and time specified in the entry (see "Browsing category application entry text").

New entry – open the form to create a new category application entry (see 7.2.3.1).

Exit – return to the "Operations with tariff information" window.

Browsing category application entry text (TP* request)

When the system has displayed the category application report, you may browse the text of the selected entry. To do this, select the appropriate entry in the list and click **Show text** or **Full TAC text**.

You may click **Show TAC text** to browse TAC text effective on the date and time specified in the entry. The **Full TAC text** button allows you to browse full TAC text effective on the current moment.

An example of category application entry text is shown in Fig. 7.21.
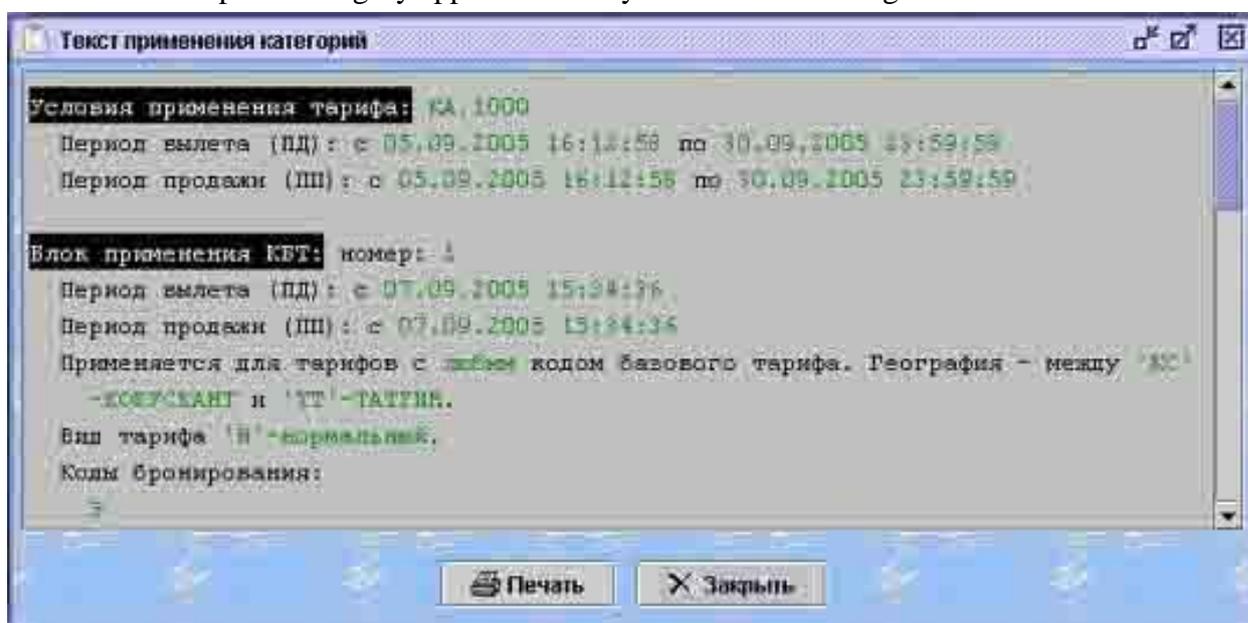
Fig. 7.21

After your request, the system will display textual information on the TAC (all entries from the "Heading", "BTC application" and "Category application" blocks).

If TAC was registered via the TAR – LINE remote registration system, information on such TAC will be provided to Sirena-2000 or GRS booking centers from the exchange file. In this case, the text interpreted by the system will be followed by the TAC text obtained from TPC (exchange file).

7.2.4 "Categories" block

"Category description" block must be completed for each of the 22 possible TAC categories. This block contains an indefinite number of entries expressly setting the tariff application conditions (each category has its own entry structure). Entries of the "Category description" block are called **CATEGORY OPTIONS**.

Tariff application restrictions are set in the following categories:

0. Application	
1. Selectivity	**Create/Save** – close window after saving

	changes.
	Clear – clear all fields in the window.
	Exit – close window without saving changes.
	Category 1 "Selectivity" (VU1 request)
2. Weekday / time of day	Category 2 "Weekday/time of day" (VU2 request)
3. Season	**Text** – additional information that cannot be formalized.
	Category 3 "Season" (VU3 request)
4. Application of flights	
5. Booking and ticket processing	
6. Minimum stay	Category 6 "Minimum stay"
7. Maximum stay	**Manual evaluation** – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).
	Text – additional information that cannot be formalized.
	Category 7 "Maximum stay" (VU7 request)
8. Stopovers	
10. Structures and combinations	**Manual evaluation** – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).
	Text – additional information that cannot be formalized.
	Subcategory 105 "Connection tariffs" (VU105 request)
	Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).
	Text – additional information that cannot be formalized.
	Subcategory 106 "Carrier combination" (VU106 request)
11. Cancel dates	Category 11 "Cancel dates" (VU11 request)
12. Tariff surcharges (discounts)	**Manual evaluation** – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff

	with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default). **Text** – additional information that cannot be formalized. Category 12 "Tariff surcharges (discounts)" (VU12 request)
13. Travel with attendants	
14. Carriage restrictions	
15. Sale restrictions	
16. Carriage agreement termination (variation) fees	
18. Important notifications on ticket	**Manual evaluation** – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default). **Text** – additional information that cannot be formalized. Category 18 "Important notifications on ticket" (VU18 request)
19. Discounts for children and infants	
20. Discounts for group leaders	
21. Discounts for agents	
22. Other discounts	
26. Groups	

STAC-APP and TAC may only include some of the above categories. STAC-APP includes categories in which restrictions differ from the restrictions set for this category in STAC-GENERAL. TAC includes categories in which restrictions differ from the restrictions set for this category in STAC-APP (STAC-GENERAL).

Each category has a number of determined parameters that are mandatory if the category is included in the application condition. Optional parameters are not included in the category if their values are not specified.

Restrictions that cannot be encoded using standard parameters and their values will be specified for each category in textual format in the "TEXT" parameter. The text should be no longer than 2,000 alphanumeric characters in Cyrillic and Latin alphabets.

For each category, several restriction options may be described that have different sets of parameters and/or their values. Each **category option** will be assigned a unique code in the "n.w" format, where

n – number of category that this option describes, and

w – code of category option (random alphanumeric sequence in Cyrillic and Latin alphabets except sequences that begin with "_".

Overall length of category option code must not exceed 10 characters. Category option codes must not be repeated.

It is reasonable to review the "Category description" block outside the TAC structure, as an independent object of tariff information (even though the Regulation on Tariff Information Registration and Publication Process allows setting tariff application restrictions directly within TAC). By defining the «Category description" block outside the TAC structure as an independent object, we may use the same predefined category options in a variety of TAC.

To start work with the "Category description" block, click the **Categories** button in the "Operations with tariff information" window (Fig. 7.1). This will open the "Category report" window (Fig. 7.22).

Fig. 7.22

The area in the center of the window is used to display information on existing category descriptions. When you first open the window, it will not contain this information. Category description information will appear on the screen only when you click **Show**.

Description of fields in the "Category report" window

The group of data fields at the top of the window is used to enter category report parameters.

Airline – code of airline (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Category – number of category (select from the dropdown list).

Category option – category option (if specified, the report will provide information on the specific option of category description (see 0); if blank, a list of category descriptions will be displayed).

Departure date – departure date.

Departure time – departure time; must be specified unless departure date is blank.

Sale date – sale date.

Sale time – sale time; must be specified unless sale date is blank.

Description of buttons in the "Category report" window

Show report – display information on category descriptions on the screen (see 0).

Clear – clear all fields in the form.

Show category application – show information on the description of the category whose number the cursor is pointing at (see 0).

New entry – open the form to enter a new category description (see 7.2.4.1).

Exit – return to the "Operations with tariff information" window.

7.2.4.1 Creating and editing category descriptions

Categories that describe tariff application restrictions are defined in the Regulation on Tariff Information Registration and Publication Process. When creating or editing a description, user must specify the appropriate category by selecting it from the dropdown list in the corresponding field.

To create a new category description entry, click the **New entry** button in the "Category report" window. The system will display a window where you can create or edit category description entries.

Different forms used to create different categories. At the top of the window, each form has fields used to describe an entry. These fields are the same for all categories.

Description of common fields in the "Category" window

Tlg number – telegram number (serial number of message, a numeral in the range of 1 – 9999999).

Sender – code of the company that sent the message (numeral, maximum 3 digits).

Delivery type – type of incoming message (select from the dropdown list):

F – formalized message – if the source of tariff information sent a formalized message to TPC.

O – online – if the source provided tariff information via remote access system.

R – registration – a TPC parameter.

I – information sharing – a TPC parameter.

Airline – code of the carrier airline that registered the TAC (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**); specify "###" for STAC.

Source – direct number of incoming message from the source of tariff information (numeral in the range of 1 – 9999999).

Source code – serial number of information in the message.

Carrier – code of the carrier airline that registered the TAC (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Validity – TAC validity period (flights operation period).

Sale – period of sale under the specified tariff with the given TAC (not used at this time).

Description of buttons in the "Category" window

Create/Save – close window after saving changes.

Clear – clear all fields in the window.

Exit – close window without saving changes.

Category 1 "Selectivity" (VU1 request)

This category sets requirements as to the age, place of residence, documents identifying the status of specific passenger category, as well as requirements as to the number of passengers in a family.

If the category is specified in the tariff application condition and unless the carrier has determined otherwise, requirements as to the minimum/maximum age of passenger must be observed on the start date of carriage (first flight on the ticket) in order for the passenger ot be eligible for the given tariff. Requirement as to the minimum/maximum number of accompanying passengers apply to the departure of flight from the initial point of departure in each tariff component.

An example of window used to create and edit category 1 is shown in Fig. 7.23.

Fig. 7.23

Description of fields in the "Category 1" form

For description of common parameters, see 7.2.4.1. If only mandatory fields are completed in the Category 1 card, and all other fields are blank, the specified TAC has no restrictions applicable to selectivity.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Passenger – code of category of the passenger to whom the tariff applies (select from the passenger categories catalog, see 3.20).

Show document to issue ticket – if checked, passenger must show a corresponding document when the ticket is being issued to such passenger.

Minimum age – minimum age of passenger as of the date of carriage (tariff applies to passengers aged no younger than specified here, i.e. if minimum age is 5, passenger must be 5 years old and older); numeral in the range of 0 to 99.

Maximum age – maximum age of passenger as of the date of carriage (tariff applies to passengers aged no older than specified here, i.e. if maximum age is 5, passenger must be 5 years old and younger); numeral in the range of 0 to 100.

Sex – sex of the passenger to whom the tariff applies (select from the dropdown list; if blank, applies regardless of sex).

Minimum number – minimum number of accompanying passengers (numeral in the range of 1 to 999).

Maximum number – maximum number of accompanying passengers (numeral in the range of 1 to 999).

Attention! 1. If "Minimum age" and "Maximum age" fields are completed, tariff applies to passenger whose age is within the specified range.

2. In general, "Minimum number" and "Maximum number" fields are completed only if tariff application conditions for accompanying family members are published.

3. If "Minimum number" field is completed, then in order to be eligible for this tariff, the actual number of accompanying passengers whose category code is specified in the "Passenger" field must be greater than or equal to the specified value.

4. If "Maximum number" field is completed, then in order to be eligible for this tariff, the actual number of accompanying passengers whose category code is specified in the "Passenger" field must be lesser than or equal to the specified value.

5. If "Minimum number" and "Maximum number" fields are completed, the tariff applies to the number of passengers within the specified range.

6. If numeric values specified in the "Minimum number" and "Maximum number" fields are identical, the tariff applies to the specified number of passengers.

Applicable to passenger – this tariff rule applies to passengers in the specified category (passengers with the specified category are consistently selected from PNR; passenger number represents the item number in the list):

from – starting with the specified number of passenger in the given category,

to – up and including the specified number of passenger in the given category.

Status – description of passenger that identifies such passenger's citizenship or place of residence (both fields must be either blank, or completed); if completed, the "Location" field must also be completed.

The first sub-field is used to specify the applicability of passenger description (select from the dropdown list):

Д/R – required,

Н/N – not required.

The second sub-field is used to provide the passenger description (select from the dropdown list):

Г/C (citizen) – гражданин государства (при этом тип местоположения должен быть "Страна"),

П/P (permanent resident) – resident; an individual with a place of permanent residence in the country, including individuals who temporarily reside in another country,

Н/N (not permanent resident) – an individual who temporarily resides in the given country.

Documents – list of documents that confirm eligibility for a special tariff (select from the documents catalog, see **Ошибка! Источник ссылки не найден.**); you may list maximum 10 types of documents, placing "AND" between the values.

Location – geographic locations whose citizens (residents) are (are not) eligible for the specified tariff (this field must be completed if the "Status" field is completed).

Specify the type of geographic area in the first sub-field **Type** (select from the dropdown list). Specify the code of geographic location in the second sub-field **GL** (select in the

corresponding catalogs of geozones (see **Ошибка! Источник ссылки не найден.**), countries (see **Ошибка! Источник ссылки не найден.**), federal districts (see **Ошибка! Источник ссылки не найден.**), regions (see **Ошибка! Источник ссылки не найден.**), cities (see **Ошибка! Источник ссылки не найден.**) or airports (see **Ошибка! Источник ссылки не найден.**)).

Family – area used to enter information on accompanying family members.

Family members – a list of codes of accompanying family members (place "AND" between values in a list):

1 –   husband

2 –   wife

3 –   children (incl. foster children)

4 –   parents of the spouses

5 –   brothers, sisters

6 –   grandfathers, grandmothers

7 –   grandsons, granddaughters

8 –   brothers, sisters of a spouse

9 –   daughters-in-law, sons-in-law.

Children – area used to enter information on accompanying children.

Minimum age – minimum age of child as of the date of carriage, i.e. tariff applies if a child aged older than the specified value is an accompanying family member (numeral in the range of 0 to 99).

Maximum age – maximum age of child as of the date of carriage, i.e. tariff applies if a child aged younger than the specified value is an accompanying family member (numeral in the range of 1 to 99).

Minimum number – minimum number of children as accompanying family members (numeral in the range of 1 to 99).

Maximum number – maximum number of children as accompanying family members (numeral in the range of 1 to 99).

Attention! 1. If "Minimum age" and "Maximum age" fields are completed, tariff applies if a child aged within the specified range flies as an accompanying family member.

2.   If "Minimum number" field is completed, then in order to be eligible for this tariff, the actual number of children flying as accompanying family members must be greater than or equal to the specified value.

3.   If "Maximum number" field is completed, then in order to be eligible for this tariff, the actual number of children flying as accompanying family members must be lesser than or equal to the specified value.

4.   If "Minimum number" and "Maximum number" fields are completed, the tariff applies if children whose number falls within the specified range fly as accompanying family members.

5.   If numeric values specified in the "Minimum number" and "Maximum number" fields are identical, the tariff applies when the specified number of children fly as accompanying family members.

Identification code – code specified to point out the need to request tariff application explanations from the carrier; used for carrier's accounting of tariff application conditions with respect of persons transported on the basis of agreements (alphanumeric code made up of 1 to 20 characters defined by the carrier).

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Category 2 "Weekday/time of day" (VU2 request)

This category defines days of the seek and/or time of the day when carriage under the specified tariff is allowed.

If the category is specified in the tariff application condition and unless the carrier has determined otherwise, the category's conditions apply to the departure of a flight from the point of departure on the tariff component being checked.

An example of window used to create and edit category 2 is shown in Fig. 7.24.

Fig. 7.24

Description of fields in the "Category 2" form

For description of common parameters, see 7.2.4.1. If only mandatory fields are completed in the Category 2 card, and all other fields are blank, the specified TAC has no restrictions applicable to days of the week / time of day.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Carriage – parameter specifying that carriage is prohibited on the specified days of the week and time of day (select from the dropdown list: N (prohibited); blank (permitted). If the field's value is H/N and all subsequent fields are blank, evaluation of tariff with the specified TAC will not be allowed.

Weekdays – numeric code of days of the week when carriage under the specified tariff is allowed/prohibited (1 – Monday, 2 – Tuesday, etc. till 7 – Sunday; e.g., 1356, or 1, or 6712 (range of days)). If "Early time of day" and "Late time of day" fields are completed, and "Weekdays" field is blank, the value is set as "daily". If "Weekdays" field is completed, then "Application of weekdays" field must also be completed.

Return week number – this field is not used at this time.

Application of weekdays – parameter indicating that designations are used in the "Early time of day" and "Late time of day" fields (select from the dropdown list):

Д/D – days – on specific days of the week,

П/R – range – in the specified range of days.

If the specified value is "Д/D", carriage under the specified tariff is permitted / prohibited on each of the specified days of the week on the time of day specified in "Early time of day" and "Late time of day" fields. If the specified value is "П/R", carriage under the specified tariff is permitted / prohibited in the range of days where time of day specified in "Early time of day" field is used for the first day, and time of day specified in "Late time of day" field is used for the last day of those specified in "Weekdays" field.

This field must be completed unless the "Weekdays" field is blank.

If carriage is permitted / prohibited within the period of time that covers the next day (e.g., from 1900 on Monday till 0700 on Tuesday), this field's value must be R – range.

Return carriage – if checked, flight from the point of departure of the tariff component in the return direction will be operated on the same day of the week as the flight from the point of departure of the tariff component in "there" direction.

If the box is checked and the "Weekdays" and "Application of weekdays" fields remain blank, the requirement for the day of carriage from the point of departure of the tariff component in "there" direction to match the day of carriage from the point of departure of the tariff component in "return" direction must be met for any day of the week when the flight is operated. The time of carriage from the point of departure of the tariff component in the "return" direction may not match the time of carriage from the point of departure of the flight component in "there" direction.

The "Return carriage" and "Apply to price unit" boxes cannot be both checked at the same time.

Early time of day – the earliest time of day when carriage under the specified tariff is permitted / prohibited (numeric value in the range of 0000 to 2400); if blank, the value will be set as 0000-2400.

Late time of day – the latest time of day when carriage under the specified tariff is permitted / prohibited (numeric value in the range of 0000 to 2400); if blank, the value will be set as 0000-2400.

If "Early time of day" and "Late time of day" fields are blank, and "Weekdays", "Application of weekdays" and/or "Return carriage" fields are completed, the field value will be set at 0000-2400 by default.

Apply to price unit – if the box is checked, category restrictions will apply to departure of the flight from the initial point of the price unit.

The "Return carriage" and "Apply to price unit" boxes cannot be both checked at the same time.

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Category 3 "Season" (VU3 request)

This category defines the periods of a specific season or dates when carriage under the given tariff is to begin.

An example of window used to create and edit category 3 is shown in Fig. 7.25.

Fig. 7.25

Description of fields in the "Category 3" form

For description of common parameters, see 7.2.4.1. If only mandatory fields are completed in the Category 3 card, and all other fields are blank, the specified TAC has no restrictions applicable to season.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Season type – type of seasonal restrictions (data being described); select from the seasons catalog (see **Ошибка! Источник ссылки не найден.**) (reference parameter).

Dates – start and end dates of the period during which carriage is to begin, in DDMMYYYY format.

If year is not specified, any year is presumed. If a specific day is now specified, an entire month is presumed.

If restrictions apply to a date or a month, then "Start date" and "End date" subfields must have identical values. This means that carriage is to begin on the specified date or within the specified month. If the start date is specified and the end date is not, the system will automatically set the end date identical to the start date.

If restrictions apply to a period, then "Start date" and "End date" subfields must have different values, but the format of entries must be identical.

Application to TC – parameter indicating that category restrictions apply to departure of the flight from the initial point of departure in each tariff component (may be selected from the dropdown list):

Tariff component (X) – conditions of the category apply to departure of the flight from the initial point in each tariff component;

Price unit – conditions of the category apply to departure of the flight from the initial point of price unit.

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Category 6 "Minimum stay" (VU6 request)

This category defines the earliest time when carriage in the return direction may begin.

An example of window used to create and edit category 6 is shown in Fig. 7.26.

Fig. 7.26

Description of fields in the "Category 6" form

For description of common parameters, see 7.2.4.1. If only mandatory fields are completed in the Category 6 card, and all other fields are blank, the specified TAC has no restrictions applicable to minimum stay.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Time of day – time of the day up until which carriage in the return direction may begin (numeral in the range of 0001-2400); this field is optional; if blank, carriage in the return direction may begin at any time of day.

Weekday – numeric code of days of the week when departure from the initial point of a price unit is permitted (1 – Monday, 2 – Tuesday, etc. till 7 – Sunday; e.g., 1356, or 1, or 1234567), this field is optional; if blank, carriage in the return direction may begin on any day of the week.

Time of stay – minimum time of stay. There are two ways of setting this parameter:

Option 1 – time period. In the first subfield, enter the number of time units (numeral in the range of 1-999), and in the second subfield – the time unit (you may use Cyrillic or Latin characters, or select the value from the dropdown list). Time unit may be as follows:

И/N – minutes

Ч/H – hours

С/D – days

M/M – months.

The following restrictions apply under this option:

- Either the carriage in the return direction may begin no earlier than in the specified number of minutes/hours, starting from the minute or hour after the minute or hours of arrival to the location of final stopover and up until the first minute or the first hours on which the return carriage may begin from the point of final stopover;

- Or the carriage in the return direction may begin no earlier than in the specified number of days, starting from the day after the day of departure or the specified number of months starting from the day of departure on which the return carriage may begin from the point of final stopover.

Point of final stopover is either a turning point or the last point of stopover in the return direction.

Point of stopover is an interim point where a passenger stays no longer than 24 hours, unless the carrier has determined otherwise.

Turning point is the point located at the maximum distance from the initial point of carriage.

Option 2 – occurrence of day of the week. In the first subfield, enter the number of weeks (numeral in the range of 1-52), and in the second subfield – numeral code of the day of the week (1 – Monday, 2 – Tuesday, etc. till 7 – Sunday; you may select the value from the dropdown list).

This option is used to set the following restriction: return carriage may begin no earlier than on the specified day of the week, and this day of the week occurs after the number of weeks starting from the day after the date of departure.

Date – the value of this field will be compared against the date calculated on the basis of the period specified in the "Time of stay" field. In the first subfield, enter the date, and in the second subfield – earlier (E) / later (L) parameter (you may select if from the dropdown list). The earlier/late parameter indicates whether the earlier or the later date of minimum stay will be selected out of two – the one calculated on the basis of the period specified in the "Time of stay" field and the one specified in the "Date" field. *Earlier* stands for the earlier date, and *later* – for the later date. Both fields must either be completed, or remain blank. This field is optional; if it is completed, the "Time of stay" field must also be completed.

Reduction – this parameter indicates reduction of time of stay in cases when a flight is not operated on the first day when return carriage may begin (select from the dropdown list):

1 –   time of stay may be reduced to the previous date of flight;

2 –   time of minimum stay may be reduced by the length of time specified in the "Period" field.

Period – period of time by which the stay may be reduced if the flight is not operated on the first day when return carriage may begin. In the first subfield, enter the number of time units (numeral in the range of 1-999), and in the second subfield – the time unit (you may use Cyrillic or Latin characters, or select the value from the dropdown list). Time unit may be as follows:

Ч/H – hours

C/D – days

M/M – months.

The "Period" field is to be completed only when the value specified in the "Reduction" field is "2".

Date – the value of this field will be compared against the date calculated on the basis of the time periods specified in the "Period" field. In the first subfield, enter the date, and in the second subfield – earlier (E) / later (L) parameter (you may select if from the dropdown list). The earlier/late parameter indicates whether the earlier or the later date of reduction of minimum stay will be selected out of two – the one calculated on the basis of the periods specified in the "Period" field and the one specified in the "Date" field. *Earlier* stands for the earlier date, and *later* – for the later date. Both fields must either be completed, or remain blank. This field is optional; if it is completed, the "Period" field must also be completed.

Mile limits – parameter that defines whether the length of tariff component must be smaller or greater than the values specified in the "Greater" or "Smaller" fields (select from the dropdown list):

Lengths of all tariff components are smaller or equivalent (B) – length of all tariff components is smaller or equivalent to the value specified in the "Smaller" field;

Length of some tariff component is greater (G) – length of one of the tariff components is greater than the value specified in the "Greater" field;

Length of some tariff component is smaller or equivalent (L) – length of one of the tariff components is smaller or equivalent to the value specified in the "Smaller" field.

This field is optional; if completed, then either the "Greater" or the "Smaller" field must also be completed.

Greater – value in miles that <u>must be smaller</u> than the value of <u>some</u> tariff component (the value in the "Mile limits" field is "G"); complete only if the "Mile limits" field is completed.

Smaller – value in miles that <u>must be greater or equivalent</u> to the value of <u>some</u> tariff component or <u>all</u> tariff components (depending on the <u>parameter</u> specified in the "Mile limits" field – "B" or "L"); complete only if the "Mile limits" field is completed.

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Category 7 "Maximum stay" (VU7 request)

Category 7 defines the latest time when carriage in the return direction may begin.

An example of window used to create and edit category 7 is shown in Fig. 7.27.

Fig. 7.27

Description of fields in the "Category 7" form

For description of common parameters, see 7.2.4.1. If only mandatory fields are completed in the Category 7 card, and all other fields are blank, the specified TAC has no restrictions applicable to maximum stay.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Time of day – time of the day up until which carriage in the return direction may begin (numeral in the range of 0001-2400); this field is optional; if blank, carriage in the return direction may begin at any time of day.

Return carriage – this parameter defines which date is used as the end date of maximum stay period (may be selected from the dropdown list):

Must begin (S) or blank – date of departure from the point of final stopover (default value);

Must end (R) – carriage completion date.

Ticket issue flag – this parameter defines the beginning of maximum stay period countdown: if blank, the countdown of maximum stay period begins in accordance with the parameter specified in the "Time of stay" field; if specified, the date of maximum stay is calculated starting from the day if ticket issue (blank by default).

Time of stay – maximum time of stay. There are two ways of setting this parameter:

Option 1 – time period. In the first subfield, enter the number of time units (numeral in the range of 1-999), and in the second subfield – the time unit (you may use Cyrillic or Latin characters, or select the value from the dropdown list). Time unit may be as follows:

И/N – minutes

Ч/H – hours

C/D – days

M/M – months.

The following restrictions apply under this option:

- Either the carriage in the return direction may begin no later than in the specified number of minutes/hours, starting from the minute or hour after the minute or hours of arrival to the location of final stopover and up until the first minute or the first hours on which the return carriage may begin from the point of final stopover;

- Or the carriage in the return direction may begin no later than in the specified number of days, starting from the day after the day of departure or the specified number of months starting from the day of departure on which the return carriage may begin from the point of final stopover.

Point of final stopover is either a turning point or the last point of stopover in the return direction.

Point of stopover is an interim point where a passenger stays longer than 24 hours, unless the carrier has determined otherwise.

Turning point is the point located at the maximum distance from the initial point of carriage.

If the value in the "Return carriage" is "R", the end date of maximum stay period will be the carriage completion date (i.e., the entire length of carriage must exceed the maximum time of stay).

If the "Ticket issue flag" box is checked, the date of maximum stay will be calculated starting from the ticket issue date.

Option 2 – occurrence of day of the week. In the first subfield, enter the number of weeks (numeral in the range of 1-52), and in the second subfield – numeral code of the day of the week (1 – Monday, 2 – Tuesday, etc. till 7 – Sunday; you may select the value from the dropdown list).

This option is used to set the following restriction: return carriage may begin no later than on the specified day of the week, and this day of the week occurs after the number of weeks starting from the day after the date of departure.

Date – the value of this field will be compared against the date calculated on the basis of the period specified in the "Time of stay" field. In the first subfield, enter the date, and in the second subfield – earlier (E) / later (L) parameter (you may select if from the dropdown list). The earlier/late parameter indicates whether the earlier or the later date of maximum stay will be selected out of two – the one calculated on the basis of the period specified in the "Time of stay" field and the one specified in the "Date" field. *Earlier* stands for the earlier date, and *later* – for the later date. Both fields must either be completed, or remain blank. This field is optional; if it is completed, the "Time of stay" field must also be completed.

Extension – this parameter indicates extension of time of stay in cases when a flight is not operated on the last day when return carriage may begin (select from the dropdown list):

1 – time of stay may be extended until the next date of flight;

2 – time of minimum stay may be extended by the length of time specified in the "Period" field.

Period – period of time by which the stay may be extended if the flight is not operated on the last day when return carriage may begin. In the first subfield, enter the number of time units

(numeral in the range of 1-999), and in the second subfield – the time unit (you may use Cyrillic or Latin characters, or select the value from the dropdown list). Time unit may be as follows:

Ч/H – hours

С/D – days

М/M – months.

The "Period" field is to be completed only when the value specified in the "Extension" field is "2".

Date – the value of this field will be compared against the date calculated on the basis of the time periods specified in the "Period" field. In the first subfield, enter the date, and in the second subfield – earlier (E) / later (L) parameter (you may select if from the dropdown list). The earlier/late parameter indicates whether the earlier or the later date of extension of maximum stay will be selected out of two – the one calculated on the basis of the periods specified in the "Period" field and the one specified in the "Date" field. *Earlier* stands for the earlier date, and *later* – for the later date. Both fields must either be completed, or remain blank. This field is optional; if it is completed, the "Period" field must also be completed.

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Subcategory 105 "Connection tariffs" (VU105 request)

This subcategory defines conditions for construction of an unpublished tariff with the help of a connection tariff.

An example of window used to create and edit category 105 is shown in Fig. 7.28.

Fig. 7.28

Description of fields in the "Category 105" form

For description of common entry parameters, see 7.2.4.1.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Application – parameter indicating that a connection tariff is used for construction of an unpublished tariff (if application of connection tariff is not permitted, the "Publishing carrier", "Tariff identifier" and "Location" fields must not be completed).

Publishing carrier – if checked, construction of an unpublished tariff is permitted only with connection tariffs of the publishing carrier (do not complete unless application of connection tariff is permitted).

Tariff identifier – identifier of the connection tariff to be used for construction of an unpublished tariff (do not complete unless application of connection tariff is permitted):

blank –OW and RT tariffs,

1 –   OW tariff (one-way),

2 –   RT tariff (return).

Location – geographic locations of the point of departure and point of arrival of the connection tariff with which the unpublished tariff can be constructed (do not complete unless application of connection tariff is permitted).

In the first subfield (**Type**), specify the type of geographic location (select from the dropdown list); "Sector" type is not used at this time. In the second subfield (**GL**), specify the code of geographic location (select from the corresponding catalogs of geozones (see **Ошибка! Источник ссылки не найден.**), countries (see **Ошибка! Источник ссылки не найден.**), federal districts (see **Ошибка! Источник ссылки не найден.**), regions (see **Ошибка! Источник ссылки не найден.**), cities (see **Ошибка! Источник ссылки не найден.**) and airports (see **Ошибка! Источник ссылки не найден.**)).

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Subcategory 106 "Carrier combination" (VU106 request)

This subcategory defines carriers whose tariffs may be involved in the combination and/or construction process. The subcategory shall not be published if it has been determined at the time of publishing of the basic subcategory that combination/constriction is permitted only with tariffs of the publishing carrier.

If the subcategory is specified in the carrier's tariff application condition, combination and/or construction is permitted with the tariff of the publishing carrier and tariff of the carrier specified in the corresponding element of this subcategory.

An example of window used to create and edit subcategory 106 is shown in Fig. 7.29.

Fig. 7.29

Description of fields in the "Category 106" form

For description of common entry parameters, see 7.2.4.1.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Below is a description of combination of carriers in the table format. (A detailed description of operations with tables is provided in the graphical terminal manual.)

Values in the fields "Application", "Type1", "GL1", "Type2" and "GL2" determine geographic location of:

- Tariff component (previous and/or next) of the carrier specified in the "Carrier" field connecting during combination with TC of the publishing carrier to whom the specified TAC applies, provides that subcategory 106 is used for combination of tariff sections for evaluation of open circular carriage (OJ) / closed circular carriage with two or more tariff components (CT2 and CT+) / combination of "end-on-end" price units;

- Connection tariff of the carrier specified in the "Carrier" field, provided that subcategory 106 is used for construction of an unpublished tariff.

Carrier – codes of carriers whose tariffs can be used to combination and/or construction (you may list several codes separated by a comma or slash); do not specify the code of publishing carrier (the field is mandatory; select codes from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Above water – parameter of a section above water (select from the dropdown list; X = applicable if the section is located above water).

Inernational – parameter of an international section (select from the dropdown list; X = applicable if the section is an international section).

TC direction – direction of tariff component; specify the section of carriage to which the specified conditions apply (select from the dropdown list).

Application – property indicating that designations are applied in the fields describing the location (select value from the dropdown list; if the value is specified, then "Type" and "GL" fields are mandatory).

Type – type of geographic location (select from the dropdown list); this field is mandatory if "Application" field is completed ("Sector" type is not used at this time).

GL – code of geographic location (select from the corresponding catalogs of geozones (see **Ошибка! Источник ссылки не найден.**), countries (see **Ошибка! Источник ссылки не найден.**), federal districts (see **Ошибка! Источник ссылки не найден.**), regions (see **Ошибка! Источник ссылки не найден.**), cities (see **Ошибка! Источник ссылки не найден.**) and airports (see **Ошибка! Источник ссылки не найден.**)); this field is mandatory if "Application" field is completed.

Category 11 "Cancel dates" (VU11 request)

This category is used to define specific dates or range of dates when carriage under the given tariff is prohibited.

If the category is specified in the tariff application condition and unless the carrier has determined otherwise, conditions of this category apply only to the initial point of each tariff component.

An example of window used to create and edit category 11 is shown in Fig. 7.30.

Fig. 7.30

Description of fields in the "Category 11" form

For description of common parameters, see 7.2.4.1. If only mandatory fields are completed in the Category 11 card, and all other fields are blank, the specified TAC has no restrictions applicable to category 11.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Application of dates – parameter that indicates application of dates specified in the "Dates" field (select from the dropdown list).

On these dates only (T) – application on the specified dates is prohibited (if this value is selected, at least one subfield of the "Dates" field must be completed);

Range of dates (P) – application is prohibited in the specified rage of dates (if this value is selected, both subfields of the "Dates" field must be completed).

Dates – start and end dates of the period of application of category 11 description in the DDMMYYYY format. If the year is not specified, any year is presumed. If both dates are specified, their formats must be identical.

If the value in the "Application of dates" field is "D", the "Dates" field represents the date when carriage is prohibited.

If the value in the "Application of dates" field is "P", the "Dates" field represents the range of dates when carriage is prohibited.

Application to international links – property that indicates if a restriction applies to the tariff when carriage includes international sections. If the box is checked, restriction applies to tariff regardless of whether the carriage includes international sections; if unchecked, restriction does not apply to tariff where carriage includes international sections.

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Category 12 "Tariff surcharges (discounts)" (VU12 request)

This category defines the type of tariff surcharge (discount) and the conditions of its application, including the range of dates, time of day, days of the week, passenger category (adult or child), as well as determines the amount of tariff surcharge (discount).

If the category is specified in the tariff application condition and unless the carrier has determined otherwise in the "Application of surcharge (discount)" parameter, conditions of this category apply to the departure of a flight from the initial point of each tariff component.

An example of window used to create and edit category 12 is shown in Fig. 7.31.

Fig. 7.31

Description of fields in the "Category 12" form

For description of common entry parameters, see 7.2.4.1.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Dates – start and end dates of the period of application of category 12 description in the DDMMYYYY format.

If the year is not specified, any year is presumed. If the day is not specified, and entire month is presumed.

If validity of tariff surcharge (discount) is unlimited, do not complete period end date.

If tariff surcharge (discount) is applied on a specific date or within a specific month, the "Start date" and "End date" subfields must have identical values.

Time – the range of the time of day when tariff surcharge (discount) applies (numeral in the range of 0001-24000); this field is optional; if blank, the value will be set at 0001-24000.

Days – days of the week when tariff surcharge (discount) applies (associated with the "Time" field); includes two subfields:

Parameter that identifies the mode of application of tariff surcharge (discount):

D-days – on specific days of the week (tariff surcharge (discount) applies on each of the specified days of the week on the time of day specified in the "Time" parameter, i.e. on the specified days at the specified time).

P-period – in the specified range of days (tariff surcharge (discount) applies in the range of days, where time of day that represents the beginning of the time period applies for the first day, and time of day that represents the end of the time period applies for the last specified day of the week, i.e. within the specified range beginning from the specified early time of the first day from the range up until late time of the last day from the range).

Days of the week then tariff surcharge (discount) applies – numeric code of weekday (1 – Monday, 2 – Tuesday, etc. till 7 – Sunday).

If the "Days" field is uncompleted, the value will be set at "daily".

If you need to indicate specific days of the week, list these day one after another (e.g., Monday – 1; Monday, Wednesday, Friday – 135). To specify a range of day, list all days in the range one after another (e.g., range of days from Tuesday till Friday – 2345; range of days from Saturday till Tuesday – 6712). You may enter maximum seven days.

If tariff surcharge (discount) applies during the period of time that continues on the next day (for example, from 1900 on Monday till 0700 on Tuesday), use the "P" designation in the "Property" subfield.

Note – property that indicates frequency of application of tariff surcharge (discount).

1 –   for carriage from the initial point of price unit

2 –   for ticket blank

3 –   for each coupon of the ticket (that meets flight geography, see GL1 and GL2 parameters).

Name – name of tariff surcharge (discount) determined by TPC (codes in Cyrillic letters are specified in brackets):

A (A) – airport

B – for carriage in business class

C – commission special

E – for AC type

F (T) - fuel

G – for governance

H – for carriage on holidays

J - seasonal

K – for carriage on weekends

O (Б) – for safety

N – value-added tax

R – for carriage in first class

S - insurance

V – for carriage on a certain time of day

W – for carriage on certain days of the week.

All the surcharges (discounts) listed above must be described in the "Charges" catalog (see **Ошибка! Источник ссылки не найден.**).

     Data type – parameter indicating which specific type of data the category conditions apply to (select from the dropdown list):

S – tariff surcharge,

D – tariff discount.

     A/p – parameter of the method used to calculate the surcharge (discount) (select from the dropdown list):

     A (amount) – tariff surcharge (discount) is determined as an absolute value,

     P (percent) – tariff surcharge (discount) is determined as a percentage ratio.

     Amount – amount of surcharge (discount) depending on the value in the "A/p" field:

     If calculation method parameter is "amount", specify the amount of tariff surcharge (discount) in absolute terms (numeral in the range of 0.01-999999.99) and code of currency in which this amount is specified. If the currency of the console matches one of the currencies entered, the entered amount of surcharge (discount) in that currency is used for calculation. If neither of the currencies entered matches the currency of the console, the first of the currencies entered is converted into the console currency.

     If calculation method parameter is "percent", specify the amount of tariff surcharge (discount) at a percentage ratio. Specify the numeric value in the range of 0.1-100 and the property indicating the base of the percentage ratio:

F – percentage of paid tariff

     A – percentage of tariff surcharge for an accompanying adult passenger

     S – percentage of tariff discount for an accompanying adult passenger.

     Geography – list locations of routes for which tariff surcharge (discount) applies in a table format:

     Type – type of geographic location; the tariff surcharge (discount) will apply in case of departure from the specified location (select from the dropdown list).

     GL1 – code of country / federal district / territory, republic, region / airport in accordance with the specified type of geographic location.

     Type – type of geographic location; the tariff surcharge (discount) will apply in case of arrival to the specified location (select from the dropdown list).

     GL2 – code of country / federal district / territory, republic, region / airport in accordance with the specified type of geographic location.

     Pass. – parameter indicating the category of passenger for whom the tariff surcharge (discount) is provided – serial number of passenger category (see **Ошибка! Источник ссылки**

не найден., Appendix); this field is optional; unless completed PR key must be set in at least one of the following fields: "Adult", "Child", "Infant".

Adult – tariff surcharge (discount) – adult (functions of fields in this area are described in detail in the instructions on the new tariff system).

Child – tariff surcharge (discount) – child aged 2 years or older (functions of fields in this area are described in detail in the instructions on the new tariff system).

Infant – tariff surcharge (discount) – infant aged up to 2 years old (functions of fields in this area are described in detail in the instructions on the new tariff system).

Collection – collection of surcharge; always in case of sale (functions of fields in this area are described in detail in the instructions on the new tariff system).

Return – return of surcharge (collection of discount) (functions of fields in this area are described in detail in the instructions on the new tariff system).

AC type – type of aircraft; tariff surcharge (discount) applies in case of flight on the specified type of aircraft (select from the aircraft types catalog, see **Ошибка! Источник ссылки не найден.**).

Booking class – code of booking class to which the tariff surcharge (discount) applies.

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

Category 18 "Important notifications on ticket" (VU18 request)

This category describes information specified in the ticket, as well as data fields in the ticket containing such information. In the text printed on a ticket, carrier airline provides information for passenger concerning the most essential restrictions specified in TAC.

An example of window used to create and edit category 18 is shown in Fig. 7.32.

Fig. 7.32

Description of fields in the "Category 18" form

For description of common entry parameters, see 7.2.4.1.

Option – code of category option (random alphanumeric sequence in Latin alphabet).

Ticket – parameter indicating the type of ticket in which information from the "Details" field is provided:

Original (1)

Reissued(2)

Original and reissued (3).

Column – parameter indicating the column in the ticket where information from the "Details" field is provided:

Form of payment (1)

Allowed/denied (copy paper) (2)

Tour code (3).

At the present moment, subject to the regulations for issuing tickets on TCH and airline blanks, information is only placed in the "Allowed/denied" column. For this reason, we do not recommend using numbers 1 and 3, as no information will be printed in these columns.

Details (Russian) – ticket text in Cyrillic letters (to be printed if ticket is issued in Cyrillic letters; for airlines whose tickets are always issued in Latin letters, this column must contain text in Latin letters), maximum 26 characters (letters and numbers, except "/", "=").

Details (Latin) – ticket text in Latin letters (not to be printed on TCH blanks), maximum 26 characters (letters and numbers, except "/", "=").

Attention! If the "Details (Russian)" and "Details (Latin)" fields are completed, then "Ticket" and "Column" fields must also be completed. If the "Ticket" and "Column" fields are completed, and "Details (Russian)" and "Details (Latin)" fields are blank, no information will be printed in the corresponding column of the ticket.

Manual evaluation – tag of automatic/manual tariff evaluation; if checked – semiautomatic/manual evaluation of tariff with the specified TAC, if unchecked – automatic evaluation of tariff with the specified TAC (unchecked by default).

Text – additional information that cannot be formalized.

7.2.4.2 Browsing category descriptions (TP? request)

To browse category descriptions, enter appropriate values in the corresponding fields of the "Category report" window (Fig. 7.22) and click **Show**. The system will display category application information (Fig. 7.33).

Fig. 7.33

Description of category report table

The top section of the table contains the title of category description that consists of the airline code, category number, and description number. Fields of the table may differ depending on which category you are browsing. Description of elements of the table that are common for all categories is provided below.

No. – serial number.

VP start – category description validity period start date and time.

VP end – category description validity period end date and time.

SP start – start date and time of sales period in accordance with category description.

SP end – end date and time of sales period in accordance with category description.

Id – information for programmers.

Description of buttons in the "Category application report" window

Show report – display new category report on the screen.

Back to list – show category descriptions list.

Clear – clear all fields in the form.

     Edit entry – open the form for editing of the category description that the cursor is pointing at (see 7.2.4.1).

Delete entry – close category description.

     Show text – show text of the category application entry that the cursor is pointing at (see "Browsing category description text").

     New entry – open the form to create a new category application entry (see 7.2.4.1).

     Exit – return to the "Operations with tariff information" window.

Browsing category description text (TP* request)

When the system has displayed the category report, you may browse the text of the selected entry. To do this, select the appropriate entry in the list and click **Show text** or **Full TAC text**.

You may click **Show TAC text** to browse TAC text effective on the date and time specified in the entry. The **Full TAC text** button allows you to browse full TAC text effective on the current moment.

An example of category application entry text is shown in Fig. 7.34.
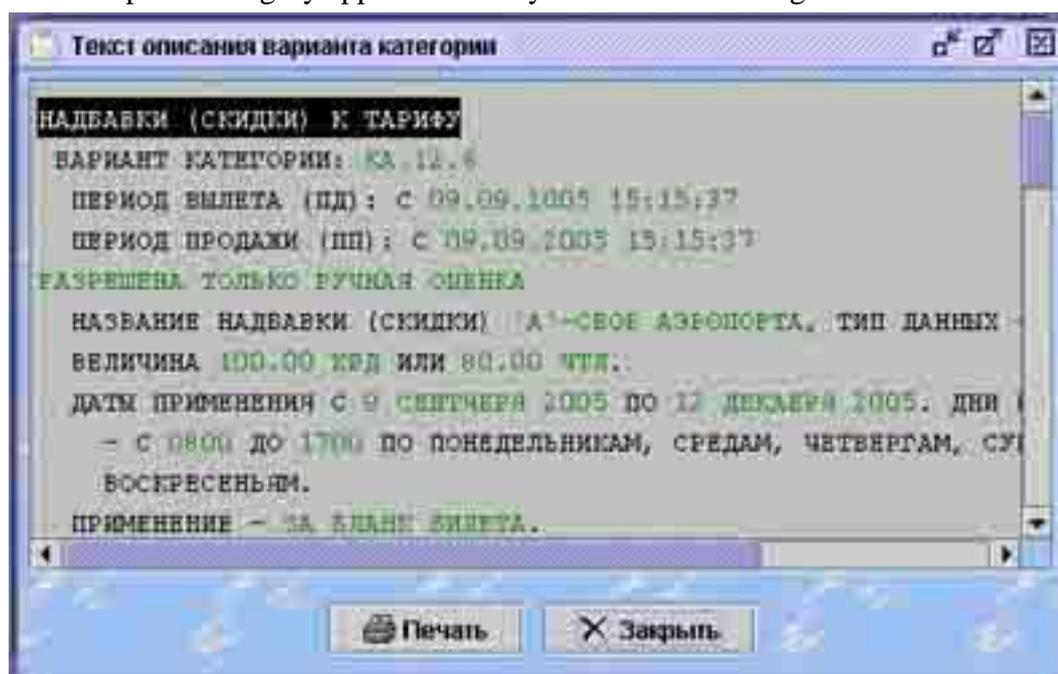
Fig. 7.34

After your request, the system will display complete textual information on the selected category option.

8   Browsing statistical summaries

The purpose of statistical summaries is to collect miscellaneous information on the system's operation in order to analyze the status of the system's databases and evaluate the progress of ticket sales using the system.

Statistical summaries are generated by an application suite that is part of Sirena-2000 software package. Applications used to generate summaries launch automatically at the beginning of each day, after the change of date.

Users with appropriate access rights may browse the summaries of interest on the terminal screen or print them out.

To start work with summaries, select "Summaries" entry in the task list. The system will display a dialog window containing a list of summaries and control elements that can be used to set certain summary browsing parameters. See Fig. 8.1.
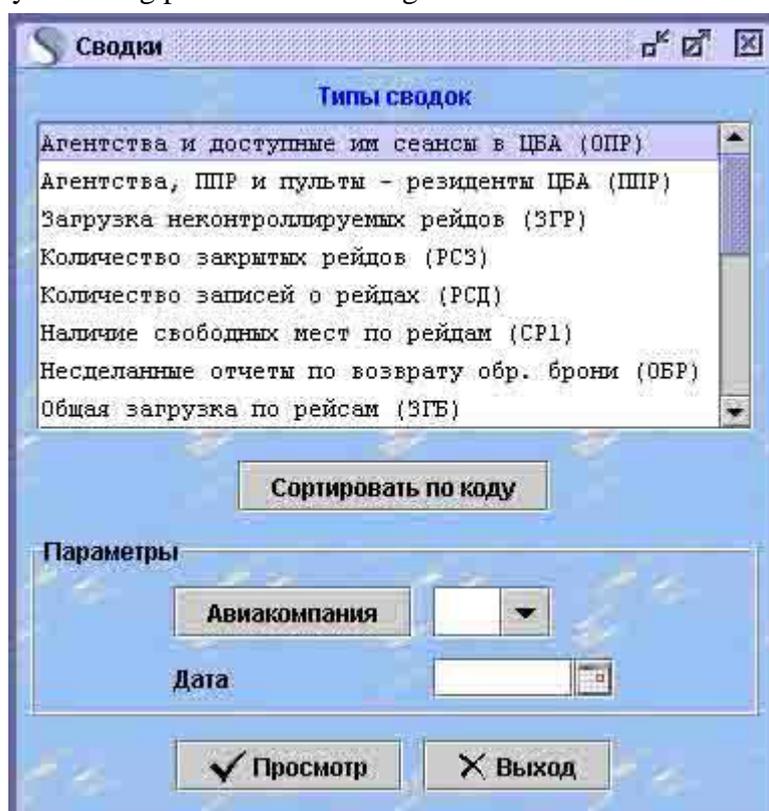
Fig. 8.1

Description of the "Summaries" window

Summary types – list of the types of summaries open to the user.

Sort by code – change the sequence of summaries in the list in accordance with their codes, or restore original order (the list is sorted by name).

Airline – code of the airline for which performance summary will be displayed (if blank, the summary of all airlines will be generated).

Date – summary generation date.

To open a summary, select the appropriate summary in the list, set parameters (as appropriate) and click **Browse**.

Summaries available for browsing:

Agencies and open sessions in BKC (OPR)	Lists of sessions in which agency operators may work (see 8.1.1)
Agencies, SLO and BKC resident consoles (SLO)	List of sales offices and consoles of agencies (see 8.1.2)
Loading of uncontrolled raids (LDG)	Results of ticket sales on raids (see 8.1.3)
Number of closed raids (CLR)	Number of closed raids for each airline (see 8.1.4)
Number of entries on raids (RSD)	Number of created and cancelled raids (see 8.1.5)
Vacant seats on raids (SR1)	Number of vacant seats on raids (see 8.1.6)
Outstanding reports on reverse booking return (REV)	List of special bookings whose reports have not been compiled in due time (see 8.1.7)
General loading on flights (GLD)	Number of seats on flights of the airline (see 8.1.8)
Special booking creation errors (SBE)	List of errors that occurred when special bookings were created (see 8.1.9)
List of airlines storing resource in BKC (REM)	List of flights whose resource is stored in BKC (see 8.1.10)
Sale of seats on raids (SF1)	Number of seats booked on raids by subclasses (see 8.1.11)
Correspondence of schedule and raids (RSM)	List of discrepancies in schedules and raids (see 8.1.12)
Correspondence of raids and tariffs (TRF)	List of discrepancies in tariff information (see 8.1.13)
Correspondence of raids to pairs (VNU)	This summary is used by developers
Correspondence of raids, resources and schedule (ROS)	List of discrepancies in flights and raids (see 8.1.14)
Correspondence of resources and raids (RES)	List of raids on the last date of resource definition period (see 8.1.15)
Balance of vacant and booked seats on raids (ST1)	Browse the number of vacant and sold seats on a raid (see 8.1.16)
List of completed raids (CPL)	List of completed raids of the specified airline (see 8.1.17)
List of banned raids (OCC)	List of raids of the airline that are closed for sale (see 8.1.18)
List of cancelled raids (CNS)	List of cancelled raids of the airline (see 8.1.19)
Overall monthly loading (MLD)	Number of seats on the airline's flights (see 8.1.20)

Summary heading

Each summary has a heading that contains the following information:
- Name of summary and code of center for which the summary was generated (where necessary);
- Name of the airline whose information is shown in the summary (where necessary);
- Period represented in the summary (where necessary);
- Date and time when the summary was created.

Buttons in summaries

To browser – export report to browser (the summary will be displayed in HTML format).

To Excel – export report to Excel spreadsheet.

Exit – return to the list of summaries.

Next – go to summary of the next airline.

Back – go to summary of the previous airline.

Schedule – go to browsing and editing schedule of the specified flight.

Resources – to browsing and editing resources of the specified flight.

Raid – open raid report for the specified raid.

8.1.1 Agencies and open sessions in BKC (OPR)

This summary provides a list of agencies and sessions in which operators of each specific agency can work. An example of summary is shown in Fig. 8.2.

Fig. 8.2

Description of fields in the "OPR summary" report

Agency name – full name of agency, as in the agencies catalog (see 3.4).

Agency code – code of agency, as in the agencies catalog (see 3.4).

Session – name of agency's working session; each session may have several sessions.

Status – if a console was removed at an agency in the specified period (from the date of Change to the date of summary creation), this field will say "removed"; if a new console was created, it will say "new".

8.1.2 Agencies, SLO and BKC resident consoles (SLO)

This summary contains a list of agencies, sales offices (SLO) of such agencies, as well as consoles in such SLO. An example of summary is shown in Fig. 8.3.

Fig. 8.3

Description of fields in the "SLO summary" report

Agency name – full name of agency, as in the agencies catalog (see 3.4).

Agency code – code of agency, as in the agencies catalog (see 3.4).

SLO – code of sales office of the specified agency, and the number of sales offices that belong to the agency (see "Total").

Console – code of console that belongs to the sales office, and the number of consoles at SLO and agency (see "Total").

Change – if a console/SLO was removed at an agency in the specified period (one month prior to summary creation date), this field will say "removed"; if a new console/SLO was created, it will say "new".

8.1.3 Loading of uncontrolled raids (LDG)

The purpose of this summary is to inform the process staff of the results of sales on raids that are out of the system's control. The summary is generated for each airline over the reporting period that is one month before the summary creation date. An example of summary is shown in Fig. 8.4.

Fig. 8.4

Description of fields in the "LDG summary" report

Airline – code of airline, as in the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

Flight – flight number.

Date – date of raid (defined based on the raid close depth (see 5.1.5) for the purpose of this summary; if the value is "0", the date of departure is "yesterday" relative to the summary creation date; if the value is "1", the date of departure is the date of summary creation; if the value is "2", the date of departure is "tomorrow" relative to the summary creation date, etc.).

Dprt. – code of the city of departure, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Dstn. – code of the city of arrival, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Subclass – class to which the seats specified in this line of the summary belong.

Max – maximum number of seats for sale in the specified subclass on the raid.

Sold – number of seats sold in this subclass on the raid.

% - ratio of the number of sold seats to the maximum number of seats for sale in the specified subclass, in per cent (integral value).

Tariff (CIS) – amount of tariff for CIS citizens in the specified subclass on the specified raid.

Currency (CIS) – currency of tariff for CIS citizens in the specified subclass on the specified raid.

Tariff (foreign) – amount of tariff for foreign citizens in the specified subclass on the specified raid.

Currency (foreign) – currency of tariff for foreign citizens in the specified subclass on the specified raid.

Possible values of "Tariff" fields: "???" means that the requested information could not be found; "***" means more than 1 block of tariff information was found, and each of these blocks may be interpreted as tariff effective for the specified subclass.

8.1.4 Number of closed raids (CLR)

This summary provided information on the number of closed raids of each airline. An example of summary is shown in Fig. 8.5.

Авк	Название	Всего	Закрыто	Прямых	Закрыто	Обратных	Закрыто	Прочих	Закрыто
6К	КОРСАР	763	0	0	0	0	0	763	0
6У	АВИАЛИНИИ УКРАИНЫ	93	31	31	31	31	0	31	0
7Б	ОАО АК КРАСЭЙР	206	38	105	38	53	0	48	0
9У	АИР МОЛДОВА	31	0	0	0	0	0	31	0
БВ	ОАО АЭРОБРАТСК	1488	0	93	0	0	0	1395	0
БГ	БУГУЛЬМИНСКОЕ АП	248	0	0	0	0	0	248	0
БР	БРЯНСК АВИА	31	0	0	0	31	0	0	0
Д9	ОАО АЭРОФЛОТ ДОН	175	77	31	0	62	0	82	77
ДД	ВЛАДИВОСТОК АВИА	93	0	62	0	31	0	0	0

Fig. 8.5

Description of fields in the "CLR summary" report

ARL – code of airline, as in the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

Name – name of airline, as in the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

Total – number of raids completed by the airline in the specified period.

Closed – number of closed raids among the total number of raids completed in the specified period.

Direct – number of direct raids completed by the airline in the specified period.

Closed – number of closed raids among direct raids completed by the airline in the specified period.

Return – number of return raids completed by the airline in the specified period.

Closed – number of closed raids among return raids completed by the airline in the specified period.

Other – number of other raids (with stopovers) completed by the airline in the specified period.

Closed – number of closed raids among other raids completed by the airline in the specified period.

8.1.5 Number of entries on raids (RSD)

This summary contains information on the number of crated and cancelled raids. An example of summary is shown in Fig. 8.6.

Fig. 8.6

Description of fields in the "RSD summary" report

ARL – code of airline, as in the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

Name – name of airline, as in the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

Total – number of raids created by the airline in the specified period.

Cancelled – number of cancelled raids among the total number of raids created in the specified period.

Direct – number of direct raids created by the airline in the specified period.

Cancelled – number of cancelled raids among direct raids created by the airline in the specified period.

Return – number of return raids created by the airline in the specified period.

Cancelled – number of cancelled raids among return raids created by the airline in the specified period.

Other – number of other raids (with stopovers) created by the airline in the specified period.

Cancelled – number of cancelled raids among other raids created by the airline in the specified period.

8.1.6 Vacant seats on raids (SR1)

The purpose of this summary is to inform the process staff of the availability of vacant seats on raids controlled by the system. Besides, analysis of summaries for different dates can help you form an estimate of sales progress for a specific raid.

Enter airline code before browsing a summary to generate a report on seats on the raids of the specified airline. The summary will contain information on the raids operating within one month after summary creation date. Information on vacant seats is grouped by classes and pairs of cities. An example of summary is shown in Fig. 8.7.

Fig. 8.7

Description of fields in the "SR1 summary" report

Flight – flight number.

Dprt. – code of the city of departure, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Dstn. – code of the city of arrival, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Subclass – subclass of seats.

The remaining fields of the summary contain numbers that show how many vacant seats are available. If the value is "0", all seats have been booked or the designated sale allowance is 0; if a field is blank, flight will not be operated on the corresponding day, or sale of seats in the corresponding subclass is denied.

The number of seats is specified in columns with a corresponding date. Heading of each column features a date in DDMM format. The number of columns corresponds to the number of days in the period for which the summary is requested. A period equals one month after the date of summary creation.

8.1.7 Outstanding reports on reverse booking return (REV)

The purpose of this summary is to facilitate process staff of the system in managing the return of seats temporarily removed from the system by way of creation of special bookings. If the report on any entry concerning removal of seats to special booking is delayed, the system will paste information from this entry into the summary on subsequent days until such time then the report (ON request) is completed, or until the raid is out of the system's control.

Summaries are created for each airline with respect of which the system's database contains entries on the provision of special booking to booking holders for whom special booking cancel time in the catalog of special booking codes (see **Ошибка! Источник ссылки не найден.**) is not equal zero. Specify the code of airline before browsing the summary to generate a report on the return of reverse booking for the specified airline. An example of summary is shown in Fig. 8.8.
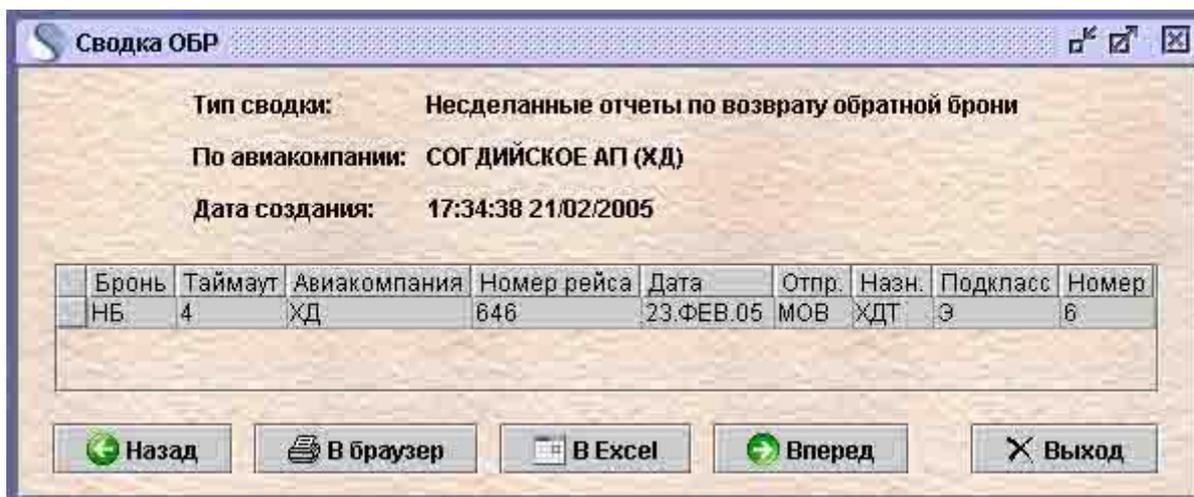
Fig. 8.8

Description of fields in the "REV summary" report

Booking – special booking code (as in the catalog of special booking codes, see **Ошибка! Источник ссылки не найден.**).

Timeout – number of days before departure when seats are to be returned to the system (in accordance with the value of the "Cancel time" field, see **Ошибка! Источник ссылки не найден.**).

Airline – code of the airline (flight operator) whose seats are placed on special booking.

Flight number – number of the flight whose seats are placed on special booking.

Date – date of raid whose seats are placed on special booking.

Dprt. – code of the city of departure, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Dstn. – code of the city of arrival, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Subclass – class from which the seats were withdrawn to special booking.

Number – number of seats placed on special booking.

8.1.8 General loading on flights (GLD)

This summary provides information on the overall number of seats on the flights of the specified airline, as well as the number of seats on cancelled and closed raids. An example of summary is shown in Fig. 8.9.

Fig. 8.9

Description of fields in the "GLD summary" report

Airline – code of the airline that owns the flight (as in the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Flight – number of flight of the specified airline.

Nmr of raids – number of raids of the specified flight.

Seats total – number of seats on raids of the specified flight.

Cancelled – number of seats on cancelled raids.

Closed – number of seats on closed raids.

8.1.9 Special booking creation errors (SBE)

This summary helps the system's process staff monitor how accurately the entries on allocation of seats for special booking are created within the system. An example of summary is shown in Fig. 8.10.

Fig. 8.10

Description of fields in the "SBE summary" report

Flight number – number of flight whose seats are placed on special booking.

Date – date of raid whose seats are placed on special booking.

Dprt. – code of the city of departure, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Dstn. – code of the city of arrival, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Subclass – class from which the seats were withdrawn to special booking.

Booking – special booking code (as in the catalog of special booking codes, see **Ошибка! Источник ссылки не найден.**).

Text – reason for not allocating seats for special booking.

Potential errors during creation of special booking:

False pair of cities – this flight does not include segment that consists of the specified pair of cities.

False class code – this flight does not include the specified class.

Seats quantity or number error – the requested quantity of seats is not available on the specified flight on the specified date, or requested seat is absent on the seats map, or the requested seat has already been allocated to another booking holder.

If any of these error messages is displayed, check the catalog of special booking contracts (see 5.1.6) for entries based on which the special booking had to be created to make sure the information entered there is adequate. Besides, if the "Seats quantity or number error" message is displayed, check the catalog of special booking contracts (see 5.1.6) for entries based on which other special bookings had to be created to make sure the same seat number is specified in different entries.

8.1.10   List of airlines storing resource in BKC (REM)

This summary contains a list of flights whose resource is stored in BKC on the date of summary creation. The route is specified for each flight, and a comment is provided if flight information was revised within a month before the date of summary generation. Te summary also indicates if the flight is a domestic or international flight. An example of summary is shown in Fig. 8.11.

Fig. 8.11

Description of the "REM summary" report

ARL name – name of the airline that owns the flight, as in the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

ARL code – code of the airline that owns the flight, as in the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

Flight type – type of the specified flight (DOM – domestic, ITL – international).

Flight number – number of flight of the specified airline.

Dprt. – code of the city of departure, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Dstn. – code of the city of arrival, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Changes – specifies if changes were made to the flight data in the reporting period (new – first date of departure of the created flight belongs to the reporting period; deleted – flight was deleted during the reporting period).

8.1.11   Sale of seats on raids (SF1)

This summary contains information on the number of seats booked on raids, including city pairs and subclasses. An example of summary is shown in Fig. 8.12.

Fig. 8.12

For each airline, the summary specifies flight number, points of departure and arrival, and the type of airplane. For each raid, starting from the date specified in the summary request (or current date, if no date was specified), you may see the number of seats sold in each class. User may generate summary for any class/subclass of interest.

Description of control elements in "SF1 summary" window

Show by subclass – use this field to specify codes of classes/subclasses for which you wish to receive sales report. When you click **Use filter,** the summary will show the requested information on sales for the specified classes/subclasses.

Airline – show the specified airline's card from the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

City of departure – show card of the specified city of departure from the cities catalog (see **Ошибка! Источник ссылки не найден.**).

City of arrival – show card of the specified city of arrival from the cities catalog (see **Ошибка! Источник ссылки не найден.**).

8.1.12   Correspondence of schedule and raids (RSM)

The purpose of this summary is to inform the system's process staff of the availability of internal discrepancies in the information on flights and raids stored in the system's database. The report shows situations that require special attention of the system's process staff.

The report is created for each airline for which the system's database specifies at least one navigation period. An example of summary is shown in Fig. 8.13.

Fig. 8.13

Description of the "RSM summary" report

Airline – code of airline that owns the flight, as in the airlines catalog (see 3.1).

Flight number – number of flight of the specified airline.

Period start – start date of the period of schedule for the flight.

Period end – end date of the period of schedule for the flight.

Text – description of abnormal situation.

Types of abnormal situations

RAS period – 30 days left – There are 30 more days left on the date the summary is generated until the navigation period is over. There is risk that, when the date is changed next time, raids for the specified flight will not be created due to absence of information on the navigation period. Check if navigation periods for the specified flight exist and verify their parameters "start date", "end date", and "frequency by weekdays".

No raids for the period were found (early?) – No raids have been found for the specified navigation period that were created using that navigation period. This situation may occur in nominal conditions and in emergency conditions. The situation occurs in nominal conditions when navigation period was entered into the system prematurely, before sales began for the specified period of raids departure. The situation occurs in emergency conditions when information on the raids has been damaged, or when raids were not created due to absence of information on the resource definition period. Check start and end dates of the navigation period for which the notification was displayed, and make sure the resources definition period and parameters "start date", "end date", "frequency by weekdays" and "raid creation depth" are specified for the flight.

Raid on <date> was not found – The system could not find the raid on the date specified in the notification in the database. The date in the notification is included in the navigation period for which the notification was displayed, and such date is at least 30 days away in the future relative to the summary creation date. This situation may occur in nominal conditions and in emergency conditions. The situation occurs in nominal conditions when raids are created in the depth smaller than 30 days in accordance with the flight's resource definition period. The situation occurs in emergency conditions when information on the raids has been damaged, or

when raids were not created due to absence of information on the resource definition period. Check start and end dates of the navigation period for which the notification was displayed, and make sure the resources definition period and parameters "start date", "end date", "frequency by weekdays" and "raid creation depth" are specified for the flight.

8.1.13   Correspondence of raids and tariffs (TRF)

The purpose of this summary is to inform the system's process staff of any internal discrepancies in the tariff information stored in the system's database. The report describes situations that require special attention of the system's process staff.

The report is created for each airline for which the system's database specifies at least one resource definition period. An example of summary is shown in Fig. 8.14.

Fig. 8.14

Description of fields in the "TRF summary" report

Airline – code of airline that owns the flight, as in the airlines catalog (see 3.1).

Flight number – number of flight of the specified airline.

Date – date of raid with abnormal situation.

Dprt. – code of the city of departure, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Dstn. – code of the city of arrival, as in the cities catalog (see **Ошибка! Источник ссылки не найден.**).

Subclass – subclass in which the abnormal situation exists.

Text – description of abnormal situation.

Tariff for pair/subclass not defined – the system notifies process staff that tariff information contained in the system's database includes no data on the tariff that would be effective for the specified flight, date, pair of cities, class, and ticket issue date equivalent to the summary creation date. If so, there is risk that the table with tariff information might be damaged, or that appropriate tariff information has never been entered into the system. Check if tariff information exists in the system and try to determine the cause of the abnormal situation.

8.1.14 Correspondence of raids, resources and schedule (ROS)

The purpose of this summary is to inform the system's process staff of any internal discrepancies in the information on raids and flights stored in the system's database, as well as of any situations in the database that require special attention of the system's process staff.

The report is created for each airline for which the system's database specifies at least one resource definition period. An example of summary is shown in Fig. 8.15.
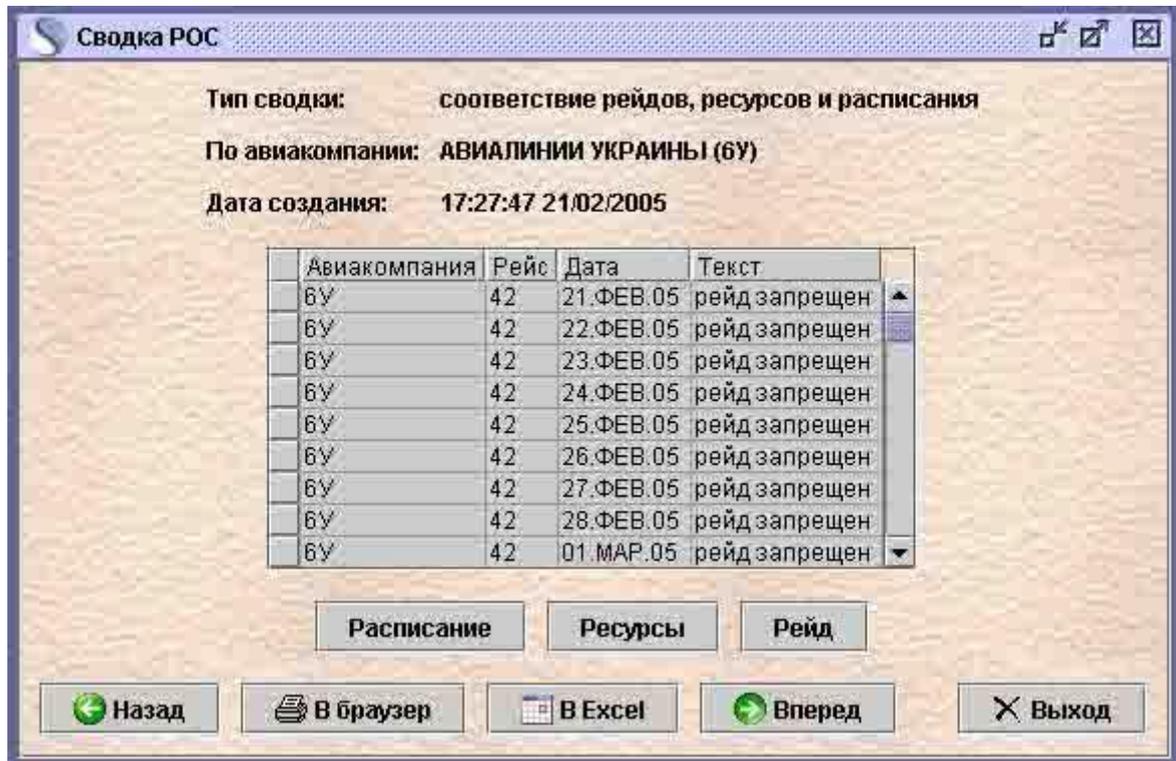
Fig. 8.15

Description of fields in the "ROS summary" report

Airline – code of the airline that owns the flight, as in the airlines catalog (see 3.1).

Flight – number of flight of the specified airline.

Date – date of raid with abnormal situation.

Text – description of abnormal situation.

Types of abnormal situations:

Last day of creation of raids in RES period – The raid falls on the date that corresponds to the last date of resource definition period for the resource with which the raid was created. There is risk that, when the date is changed next time, raids for the specified flight will not be created due to absence of information on the resource definition period. Check if resource definition periods for the specified flight exist and verify the values of their parameters "start date", "end date", "frequency by weekdays" and "raid creation depth".

RAS period covering the date not found – The day when the raid departs does not belong to any of the navigation periods of the specified flight. There is risk that the raid was not created due to absence of information on the flight's navigation. There is also risk that raids will not be created when the date is changed next time for the same reason. Check if navigation periods for

the specified flight exist and verify the values of their parameters "start date", "end date", and "frequency by weekdays".

RAS period found, but raid not found – Flight navigation period based on which the raid is to be created has been found, but the raid has not been found. There is risk that the raid entry was never created or was accidentally destroyed. Check if the raid entry exists and try to determine the reason of this situation.

Raid without RAS – Entry on the raid of the specified flight was found for the given date, but the list of schedule periods contains no information to discover based on which specific navigation period of the flight the raid was created. The situation may occur when the entry on the navigation period was accidentally destroyed. Determine the reason of this situation.

Both RAS period and raid were not found – No entries on either the raid of the flight, or on the navigation period based on which the raid had to be created, were found. There is risk that the raid was never created due to absence of information on the navigation period. Check if entries on the raid and navigation period exist and try to determine the reason of this situation.

RSD resource entry not decoded – Entry on the raid has been read from the database, but compressed data could not be decoded. There is risk that raid entry is damaged. Report the situation to programmers.

Raid cancelled – The system found that the raid status is "cancelled". This situation may occur if the raid was nominally cancelled, or if raid entry was accidentally corrupted.

Raid denied – The system found that the raid status is "sales denied". This situation may occur if the raid was nominally denied for sales, or if raid entry was accidentally corrupted.

Raid blocked – The system found that the raid status is "blocked by system". This situation may occur when the system is running an extended process, or if raid entry was accidentally corrupted.

Unknown city in route: <number> - Raid entry, specifically its portion that describes the route of raid, contains a numeric code of a city that is not listed in the cities catalog. There is risk that raid entry and/or cities catalog was corrupted. Report the situation to programmers.

Port <number> designated for single-airport city <code> - The city whose code is specified in the notification is listed in the cities catalog as a city with only one airport, but the raid entry, specifically its portion describing the route of raid, contains a numeric code of airport in a multi-airport city. Most likely, the city was originally entered into the system as a multi-airport city, and later, after the given raid had been created, the city was changed to a single-airport city as a result of manipulations with the cities catalog. Check the cities catalog and information on the raid route.

Unknown port in route: <number> - Raid entry, specifically its portion that describes the route of raid, contains a numeric code of an airport that is not listed in the airports catalog. There is risk that raid entry and/or airports catalog was corrupted. Report the situation to programmers.

Port <airport code> is not in <city code> - Raid entry, specifically its portion that describes the route of raid, contains information on both the city and the airport, whose codes are specified in the notification, but airport code check revealed that this airport is located in another city. There is risk that raid entry and/or cities and airports catalogs were corrupted. Report the situation to programmers

Port not specified for multi-airport city <code> – Raid entry, specifically its portion that describes the route of raid, contains designation of the city (specified in the notification), and according to the cities catalog, this city has several airports, however the airport is not specified in the portion of the raid entry that describes the route. Most likely, the specified city was originally entered into the system as a single-airport city, and later, after the given raid had been created, the city was changed to a single-airport city as a result of manipulations with the cities catalog. Check the cities catalog and information on the raid route.

8.1.15   Correspondence of resources and raids (RES)

The purpose of this summary is to inform the system's process staff of the fact that the last raid was created for the given flight in accordance with the schedule period on the date of summary generation. An example of summary is shown in Fig. 8.16.
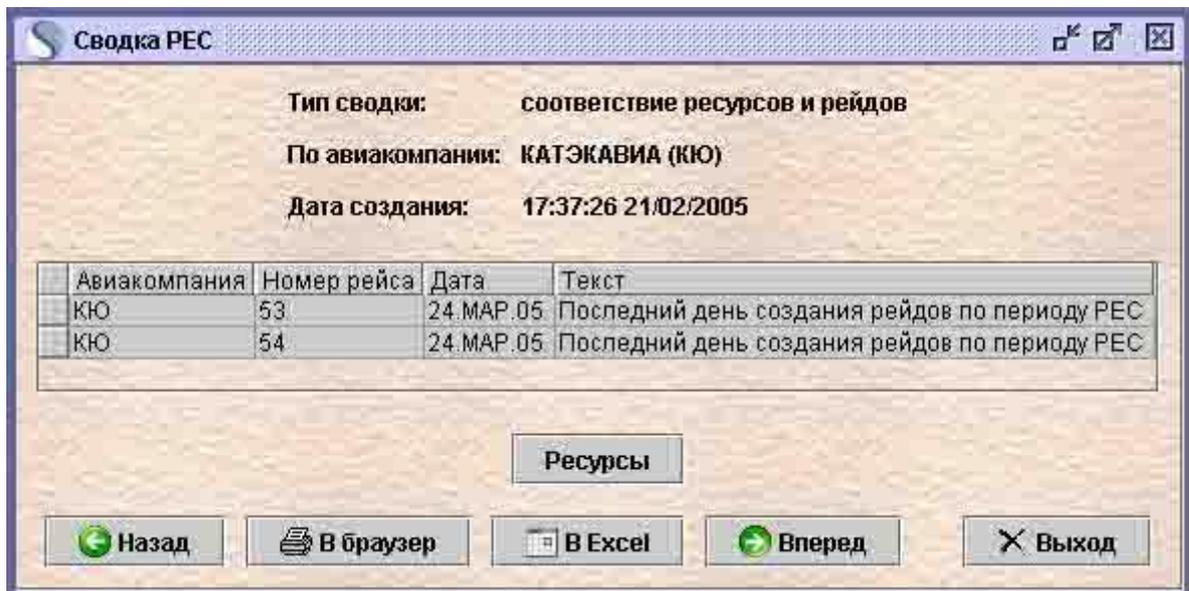
Fig. 8.16

Description of fields in the "RES summary" report

Airline – code of the airline that owns the flight, as in the airlines catalog (see 3.1).

Flight number – number of flight of the specified airline.

Date – date of the last raid created in accordance with the resource definition period.

Text – notification stating that this is the last raid created in accordance with the resource definition period.

8.1.16   Balance of vacant and booked seats on raids (ST1)

This summary contains information on the number of vacant and booked seats on raids for corresponding pairs of cities. An example of summary is shown in Fig. 8.17.
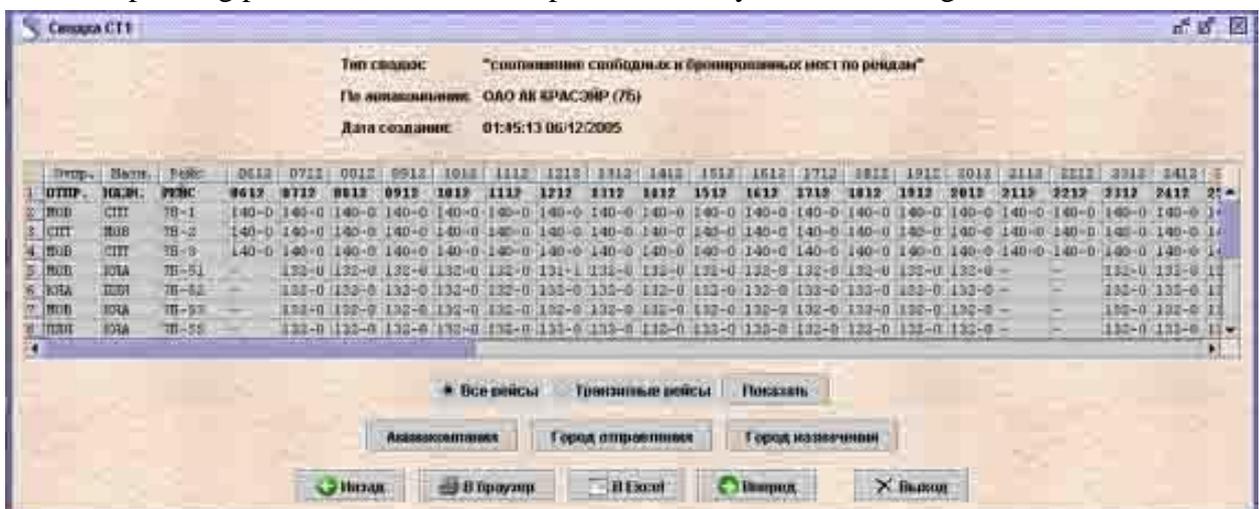
Fig. 8.17

For each airline, the summary specifies flight number and points of departure and arrival. For each raid, starting from the date specified in the summary request (or current date, if no date was specified), you may see the number of vacant and sold seats on the raid. If no data is available for certain days, there are no raids on such days.

Description of control elements in "ST1 summary" window

All flights – set toggle to **All flights** and click **Show** to view information on available seats on all flights of the airline.

Transit flights – set toggle to **Transit flights** and click **Show** to view information on available seats on all flights of the airline.

Airline – show the specified airline's card from the airlines catalog (see **Ошибка! Источник ссылки не найден.**).

City of departure – show card of the specified city of departure from the cities catalog (see **Ошибка! Источник ссылки не найден.**).

City of arrival – show card of the specified city of arrival from the cities catalog (see **Ошибка! Источник ссылки не найден.**).

8.1.17   List of completed raids (CPL)

This summary contains a list of completed flight of the specified airline in the reporting period. The reporting period is one month before the summary creation date. An example of summary is shown in Fig. 8.18.

Fig. 8.18

Description of fields in the "CPL summary" report

Airline – code of the airline that owns the flight, as in the airlines catalog (see 3.1).

Flight number – number of flight of the specified airline.

Date – date of completed raid.

8.1.18   List of banned raids (OCC)

This summary contains a list of raids of the specified airline that were banned by OCC (closed for sales by cashiers) in the reporting period. The reporting period is one month before the summary creation date. An example of summary is shown in Fig. 8.19.
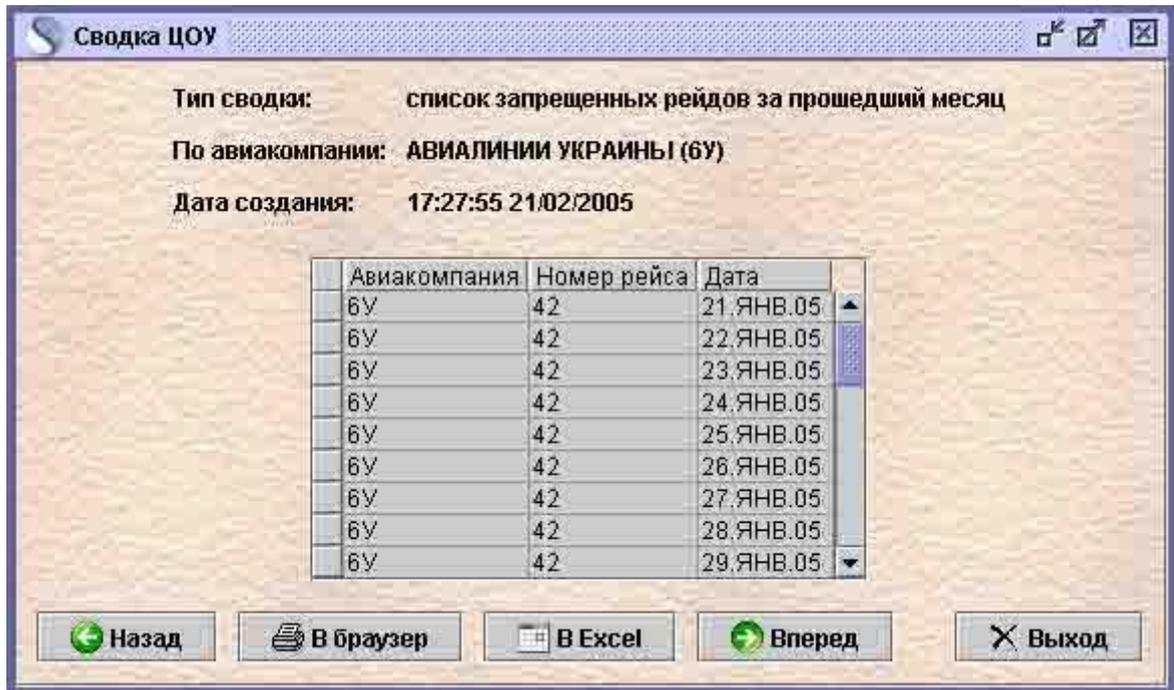
Fig. 8.19

Description of fields in the "OCC summary" report

Airline – code of the airline that owns the flight, as in the airlines catalog (see 3.1).

Flight number – number of flight of the specified airline.

Date – date of the raid closed by OCC.

8.1.19   List of cancelled raids (CNS)

This summary contains a list of raids of the specified airline that were cancelled in the reporting period. The reporting period is one month before the summary creation date. An example of summary is shown in Fig. 8.20.
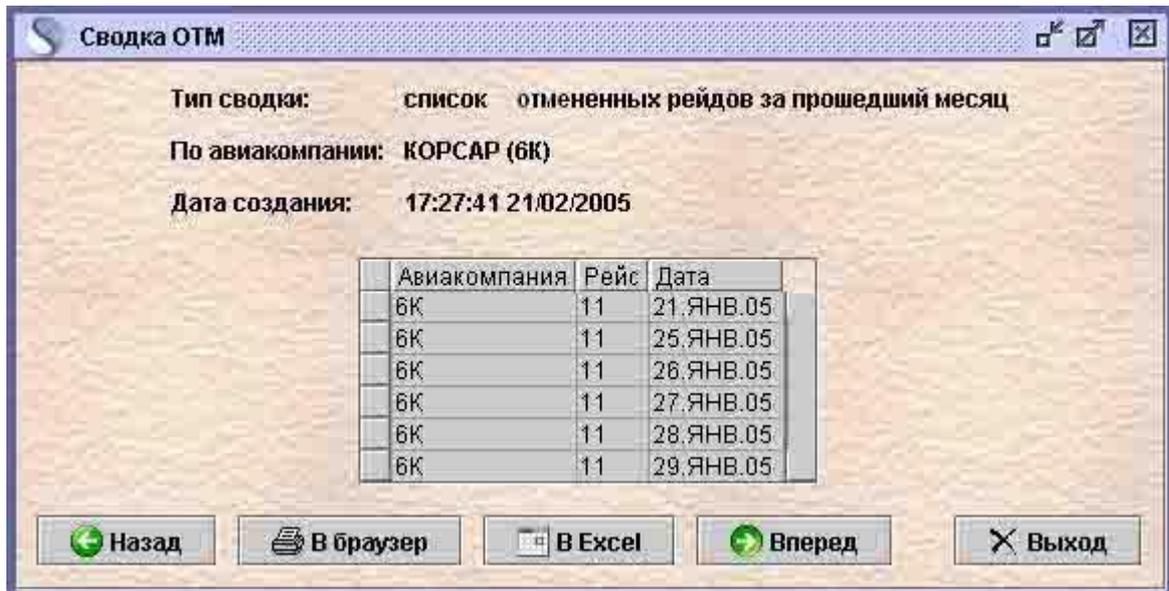
Fig. 8.20

Description of fields in the "CNS summary" report

Airline – code of the airline that owns the flight, as in the airlines catalog (see 3.1).

Flight number – number of flight of the specified airline.

Date – date of cancelled raid.

8.1.20   Overall monthly loading (MLD)

This summary provides information on loading of the airline's flights, showing the proposed number of seats on direct (from center city), return and other flights. The reporting period is one month before the summary creation date. An example of summary is shown in Fig. 8.21.
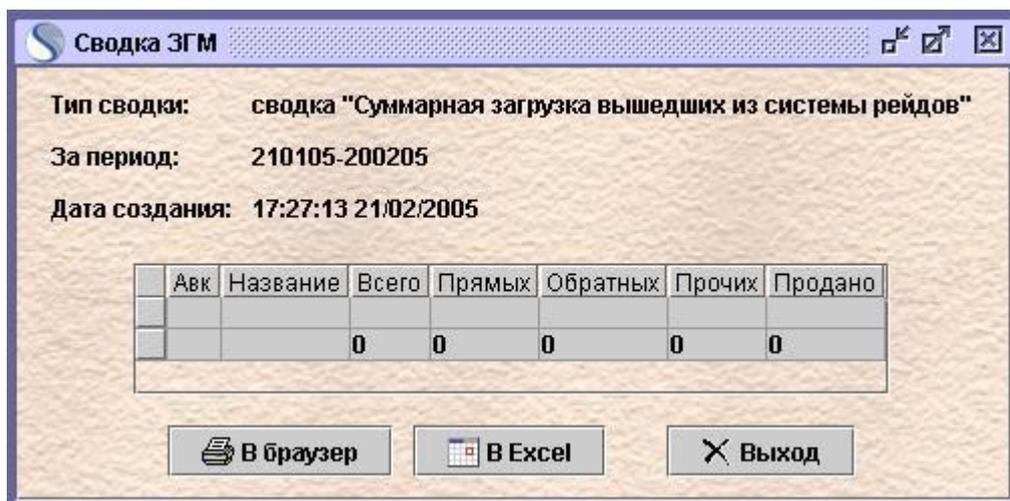
Fig. 8.21

Description of fields in the "MLD summary" report

ARL – code of the airline that owns the flight, as in the airlines catalog (see 3.1).

Name – name of the airline that owns the flight, as in the airlines catalog (see 3.1).

Total – number of seats on all raids of the airline that are proposed for sale.

Direct – number of seats on direct raids.

Return – number of seats on return raids.

Other – number of seats on other raids.

Sold – number of sold seats.

9   Operations with archive

All operator requests that result in changes to the database are stored in the archive. User with appropriate access rights may browse archive entries.

Short-term archive (see **Ошибка! Источник ссылки не найден.**) includes archive entries for the specified period of time sorted by console or operator. Approximate entry browsing depth is two months.

Long-term archive (see **Ошибка! Источник ссылки не найден.**) is an array of all the archive entries within the system over the period of time that depends on the system's hardware parameters (approximately 2 months for Sirena-Travel system). To store data over a longer period of time, the archive file from the last day is backed up to the GRA Center, which is a software equivalent of Sirena-2000 BKC. Thus, GRA stores the entire archive base of the system up to the previous day. The archive is managed using special software that enables retrieval of data based on different parameters.

9.1   Short-term archive (AR request)

In the short-term archive, you may browse the sequence of operations completed by a console or an operator over a certain period of time. Operator does not need any special permissions to browse the short-term archive for his own console or ID. In other cases, when browsing someone else's archive, the operator's card must contain a description of archive access permissions.

There are two modes of browsing in the short-term archive:

- All operations, including OCC operations, where only one archive entry is displayed on the screen (Fig. 9.9);
- Only sales operations, where several archive entries are displayed on the screen (Fig. 9.8).

To set the browsing mode, use the **Show all operations** toggle. For details on browsing modes, see 9.3.

To work with the short-term archive, select "Short-term archive" in the task list. The system will display a window used for setting the short-term archive parameters (Fig. 9.1).
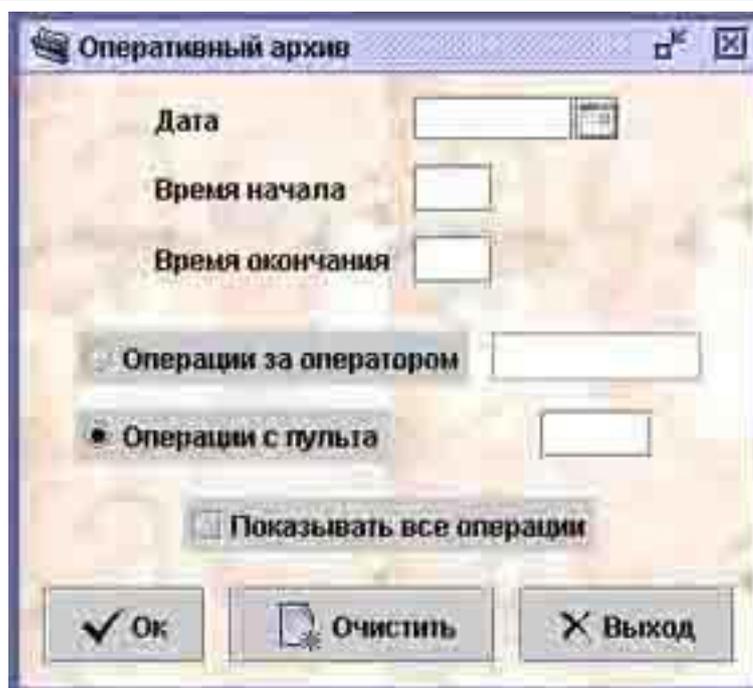
Fig. 9.1

Description of fields in the "Short-term archive" window

Date – date of operations that you wish to browse in the archive (optional parameter; current date will be displayed if no date is specified).

Start time – start time (in HHMM format) of the browsing period (optional parameter).

End time – end time (in HHMM format) of the browsing period (optional parameter).

Operations for operator – if checked, the system will search the archive for operations completed by a specific operator; in the data field, specify the operator's ID. This parameter is optional; if blank, the system will display archive data for the ID of the requesting operator.

Operations from console – if checked, the system will search the archive for operations completed from a specific console; in the data field, specify the console address. This parameter is optional; if blank, the system will display archive data for the requesting console.

Show all operations – if checked, the system will display all operations, including OCC operations in one archive entry; otherwise, all archive entries for PNR operations will be displayed to the extent allowed by the screen size (see 9.3).

Description of buttons in the "Short-term archive" window

OK – show operations archive based on the specified parameters (see 9.3).

Clear – clear all fields in the current window.

Exit – close the "Short-term archive" window.

9.2   Long-term archive (ZA request)

When creating a request to the long-term archive, user must specify the desired data retrieval parameters. The system displays one archive entry starting with the most recent entry (by time of operation). You may browse archive entries in a table format.

To work with the long-term archive, select "Long-term archive" in the task list. The system will display a window used for setting the long-term archive parameters.

Fig. 9.2

Description of fields in the "New archive request" window

To set general parameters of data retrieval from the long-term archive, use the data fields at the top of the window. Tabs in the central area of the window are used to create an archive request depending on the type of operations that the user wishes to view. Before browsing the archive, select the appropriate tab. Use the first line on the screen to set the date of the maximum depth of archive stored in the center's database.

General settings:

Start date – start date of the archive browsing period (mandatory).

End date – end date of the archive browsing period (mandatory).

Operator – ID of the operator whose operations you wish to browse (you may specify a range of operator IDs, e.g., TCH19MOS1111-2222).

Request code – code of operation that you wish to browse (see the list of operation codes in Appendix, 14.4).

Start time – start time (in HHMM format) of the period starting from which the system will display archive data.

End time – end time (in HHMM format) of the period up until which the system will display archive data.

Console – address of the console whose operations you wish to browse (you may specify a range of console addresses, e.g., CSL111-222).

Operation number – number of the operation you wish to browse (specify a FULL number of the operation in this field).

Tabs

Sales – use to set parameters for retrieval of sales data from the archive.

OCC operations – use to set parameters for retrieval of data on OCC operations and certain catalogs from the archive.

Flights – use to set parameters for retrieval of data on OCC operations and sales for the specified flight (raid) from the archive.

RD (reference data) catalogs – use to set parameters for retrieval of data on operations with catalogs from the archive.

Tariffs, discounts, TAC – use to set parameters for retrieval of data on operations with tariffs, discounts and TAC from the archive.

Airline information – use to set parameters for retrieval of data on operations with airline information from the archive.

Description of tabs in the "New archive request" window

Sales (Fig. 9.2).

Point of arrival – code of the point of arrival for the flight.

Point of departure – code of the point of departure for the flight.

Airport of departure – code of the airport of departure for the flight.

Airline – code of the airline that owns the flight.

Departure flight – flight number.

Subclass – subclass of seats.

Departure date – flight departure date.

Departure time – flight departure time.

Flight tariff – code of tariff on the flight.

Number of seats – number of seats in PNR ("Departure flight" and "Departure date" are mandatory parameters).

Seat number – seat numbers in PNR ("Departure flight" and "Departure date" are mandatory parameters).

Booking holder code – code of the booking holder from whose booking the seats were withdrawn.

Seat status – status of seats in PNR.

Baggage rate – free-of-charge baggage rate.

Time limit – PNR time limit.

PNR – PNR number.

Last name – last name of passenger**.**

Name – first name of passenger.

ID document – number of passenger's identification document.

Discount doc – number of passenger's document entitling for discounts.

Financial doc – number of financial document based on which the ticket was paid for by wire transfer.

Ticket blank number – number of blank on which the ticket was printed.

OCC operations (Fig. 9.3)

Fig. 9.3

     Catalog – code of the resource management and blanks control catalog (SLO, UBL, RSD, RES, RES, COS, BLN).

     Key1 – value of the key field of the catalog; if specified, then Catalog must be specified (for key fields of cards, see 14.2).

     Key2 – value of the key field of the catalog; if specified, then Catalog must be specified (for key fields of cards. see 14.2).

Airline – code of the airline that owns the flight.

Flight number – number of flight of the specified airline.

Departure date – raid departure date.

Departure time – raid departure time.

Flights (Fig. 9.4)

Fig. 9.4

<u>Airline</u> **– <u>code of the airline that owns the flight</u>**

     Flight number – number of target flight of the specified airline (mandatory parameter).

Departure date – raid departure date (mandatory parameter).

Departure time – raid departure date.

RD catalogs (Fig. 9.5)

Fig. 9.5

Catalog – code of target catalog (except cards operations with which are browsed in the OCC operations archive, see above) (mandatory parameter).

Key – value of the key field in the selected catalog (list of cards and their key fields is provided in Appendix, 14.2).

Tariffs, discounts and TAC (Fig. 9.6)

Fig. 9.6

Archive type – archive type parameter (select from the dropdown list):

T (Tariffs) – operations with tariffs and charges.

B (Baggage tariffs) – operations with baggage tariffs.

L (Discounts) – operations with discounts.

U (TAC) – operations with TAC.

Telegram number – telegram number.

Number in telegram – serial number in telegram.

Airline – airline code (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Flight number – flight number.

Route number – number of route, as in the routes catalog (see 0).

Departure: City, Region, Country – codes of the city, region and country of departure (select from corresponding catalogs).

Arrival: City, Region, Country – codes of the city, region and country of arrival (select from corresponding catalogs).

Booking class – booking class code.

Code – code of tariff for "T" and "L" archive types; baggage code for "B" archive type.

TAC number – number of TAC based on which you search data on operations with tariffs, discounts or TAC.

Airline information (Fig. 9.7)

Fig. 9.7

Airline – airline code (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**) for browsing information on the selected airline; blank space to browse information on all airlines; "###" to browse general information.

Section – airline information section number.

Part – airline information part number.

Chapter – airline information chapter number.

Description of buttons in the "New archive request" window

Start search – start browsing the archive (see 9.3, "Long-term archive").

Clear – clear all fields in the dialog window.

Exit – return to task list.

Conditions for setting parameters in archive request

Time gap between period start and end dates must not exceed two months.

If "End date" is not specified, the archive will be displayed up to and including the current date.

At least one parameter in addition to "Start date" must be specified.

If "Departure time" is specified, then "Flight number" and "Departure date" must also be specified.

When you submit a request, please mind the following:

- Processing requests for extensive periods is extremely resource-intensive for the system that runs in the real-time mode, which is why requests that do not require retrieval of data for eh current day should be submitted to GRA center;

-   For requests with few data retrieval parameters, the number of retrieved entries may be beyond the system's retention capabilities. Please submit more detailed requests.

9.3   Browsing the archive

Short-term archive

An example of response to a short-term archive request, when **Show all operations** box is unchecked, is shown in Fig. 9.8.
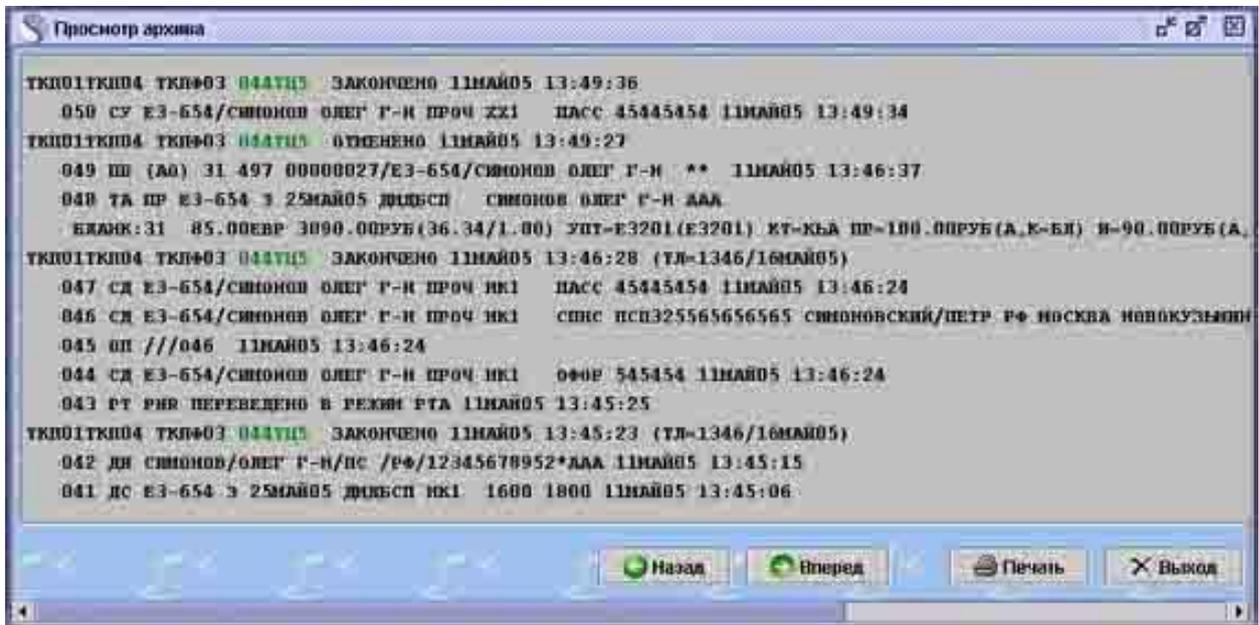
Fig. 9.8

When you browse the archive, information will be displayed on the screen in reverse order, starting with the most recent operations. To browse information that did not fit in the screen, scroll the message using the **Back** and **Next** buttons.

The archive shows the list of operations completed by an operator broken down into blocks by transactions. The first line of each block contains the following data:

-   Operator ID;
-   Console address;
-   PNR number;
-   Transaction completion form, which may have the following values: "COMPLETED" or "CANCELLED" – in this case all operations in the transaction are cancelled;
-   Date and time of transaction completion;
-   PNR time limit, if any.

Next, the archive shows operations completed within the specified transaction: each operation begins with the entry number as per the operator archive, followed by the code of operation (see the list of codes in Appendix, 14.4) and its parameters. Date and time of operation completion are provided at the end of the archive entry.

An example of response to a short-term archive request, when **Show all operations** box is checked, is shown in Fig. 9.9.
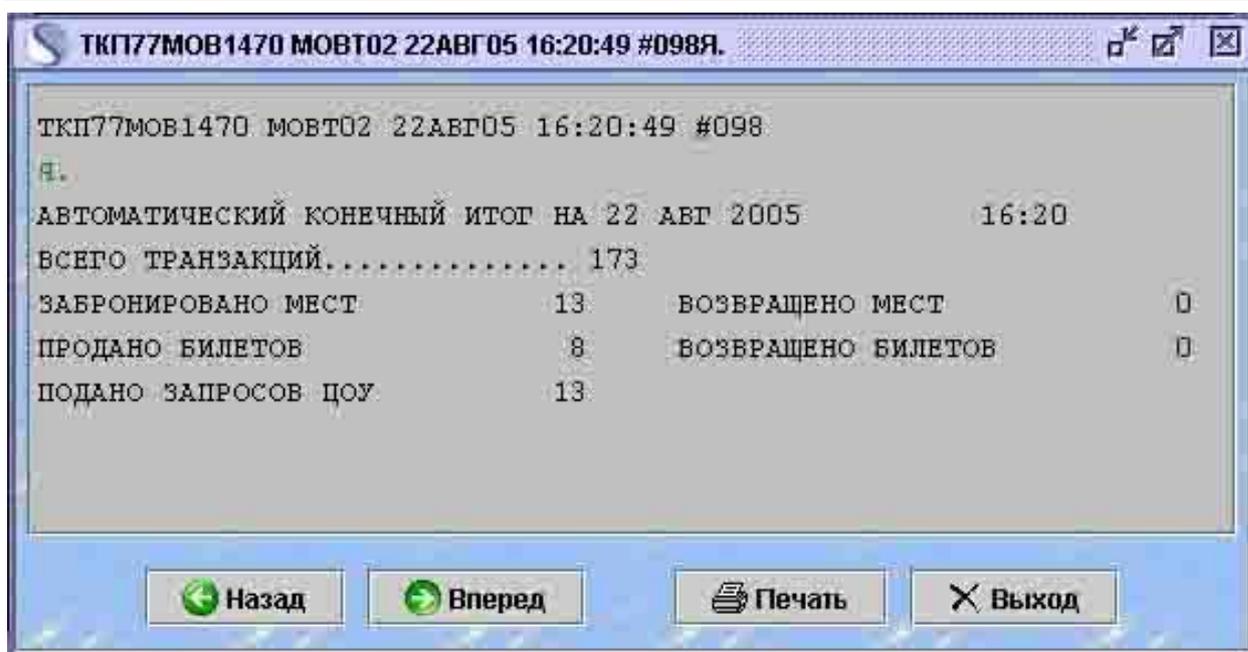
Fig. 9.9

When you browse the archive, information will be displayed on the screen in reverse order, starting with the most recent operations. The screen shows only one archive entry. To browse all archive entries, scroll through them using the **Back** and **Next** buttons.

Window heading contains the following data:

- Operator ID;
- Console address;
- Date and time of operation completion;
- Serial number of operation in the operator archive;
- Code of operation.

This window shows archive entry data. If the archive entry contains information on operations with PNR, the last line will specify the form of completion, as well as data and time of completion of the transaction to which the operation displayed on the screen belongs.

Long-term archive

To browse any part of the archive, specify limiting parameters in the "New archive request" window (Fig. 9.2) and click **Start search**. The system will display the "Long-term archive" window (Fig. 9.10):
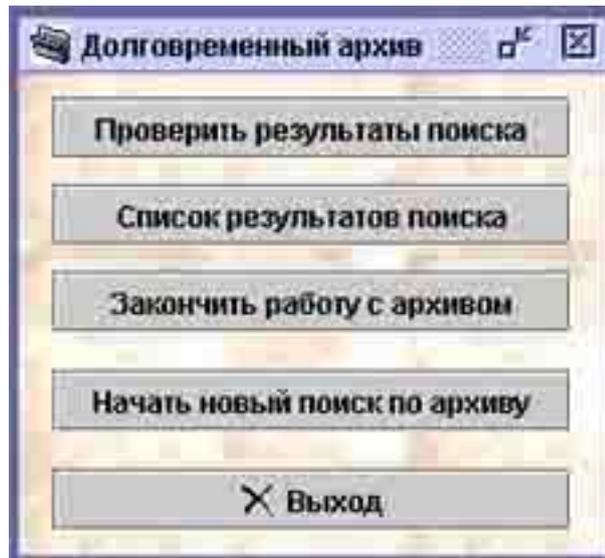
Fig. 9.10

Description of buttons in the "Long-term archive" window

Check search results/Continue work with archive – browse the results of search in the archive (see Fig. 9.9).

List of search results – browse the results of search in the archive in the form of the list of found archive entries (see 9.3, "List of search results").

Complete work with archive – close archive dialog and return to task list.

Start new search in archive – open the "New archive search" window.

Exit – return to task list without closing the archive dialog (when the user submits a request to the long-term archive next time, the system will prompt to continue work with the archive instead of starting a new search process).

List of search results

The results of search in the long-term archive (see 9.2) are displayed in the form of a table containing the list of requests. Information on each operation is shown in a separate line of the table. Operations are listed in reverse order, i.e. the first operation on the list is the most recent operation. You may sort the information in the table, make extracts from it, and perform other operations, as described in the graphical terminal manual.

An example of search results window is shown in Fig. 9.11.

Fig. 9.11

Description of fields in the search results table

Group – corresponds to the tab in the "New archive request" window (Fig. 9.2) that is used for archive retrieval.

Code – operation request code.

ARL – airline code.

Flight – flight number.

Date1 – flight departure date.

Date2 – flight arrival date.

Operation number – serial number of operation in operator archive.

Completion time – operation completion date and time.

Operator – ID of the operator who completed the operation.

Console – address of the console from which the operation was completed.

Agency opr – code of agency from the operator card.

ARL opr – session in which the operator worked.

Description of buttons in the search results window

Show entry – browse archive entry on the operation (corresponding line of the table must be selected), see Fig. 9.9.

To Excel – convert search results list in Excel format.

PNR history – browse PNR history for the selected line.

Print – convert search results list in HTML format for printing or saving in an electronic format.

New request – open the "New archive request" window.

Exit – close search results list.

10 Revenue management

In Sirena AS, you may estimate the expected revenue from ticket sales for airlines and agencies over the designated period. Revenue from ticket sales is tentative, because certain operations are not taken into account in the calculation process.

Who can manage revenue

Revenue can be managed only by an agency supervisor or an airline supervisor. Appropriate settings must be specified in the operators catalog. Agency supervisor is authorized to browse information on his agency, and airline supervisor – information on his airline.

Revenue management parameters

Agency supervisor may browse the expected revenue of its agency in general or filter revenue by services, operators, airlines and flights.

Airline supervisor may browse the expected revenue of its agency in general or filter revenue by agencies, flights and operators.

To browse revenue management form, select "Revenue management" in the task list. The system will display the "Revenue management" window (Fig. 10.1).

The way the "Revenue management" window looks will change depending on the browsing filters (you may change filters using toggles at the bottom of the window). Fig. 10.1 shows the dialog window in which an agency supervisor may browse the agency's expected revenue.

Fig. 10.1

Toggles in the "Revenue management" window

Toggles in the "Revenue management" window are used to set the restriction filters for browsing the expected revenue.

Forecasted revenue – select to filter results by airlines, flights and agencies (see 10.1).

Performance results for services and operators – select to filter results by services and individual operators (only for agency supervisor) (see 10.2).

Booked seats for period – select to show the number of booked seats by airlines and flights (see 10.3).

10.1 Browsing expected revenue of agency/airline (VR request)

This summary shows the expected revenue of airlines or agencies.

Information on the expected revenue does not include operations during which information on the use of ticket blank and on receipt of cash is not submitted to the system (e.g., "sales" completed using the "7K" operation, or "rejection" of seats using the "XX" and "XC" operations).

If the "PB" operation results in the return or seats using the "XX" or "XC" operations that do not imply that the money will be returned to passenger, these operations will be displayed in the revenue management summaries, while the return operations will be absent. Only after the return of money to passenger has been processed using the "AP" or "APV" operations, these returns will be displayed in the revenue management summaries.

Thus, the system allows you to promptly calculate the amounts of money received from ticket sales. Sirena AS has no capabilities to control receipt of money "out of the system", which is why calculation results may differ from data obtained by settlement systems.

Functions of fields in the "Revenue management" window for browsing expected revenue by agency/airline

Period start date – start date of the sales period for which the expected revenue is calculated (if "Period end date" is specified, this date may be 2 months away from the current date; if "Period end date" is not specified, this date may be 3 days away from the current date); the default value is "yesterday", i.e. the day before the current date.

Period end date – end date of the sales period for which the expected revenue is calculated (optional parameter; if not specified, expected revenue will be calculated for one day – the period start date).

Airline – airline code; the default value for airline supervisor is his airline, and for agency supervisor – the airline whose flight sales the user wishes to browse.

Flight number – number of the flight for which the user wishes to browse sales information.

Open-date flights – if checked, the expected revenue will be calculated only for the created open date PNR.

Agency – agency code; the default value for agency supervisor is his agency, and for airline supervisor – the agency whose sales the user wishes to browse.

Browsing results

Expected revenue calculation results are displayed in the window shown in the example in Fig. 10.2. In Fig. 10.2, you may see the expected revenue of agency 19MOS for one day – 24.05.05.

When revenue is calculated for one day (during three days preceding the current date), the result will be broken down by agency/airline; when revenue is calculated for any other period of time up to 2 months, only the general result will be displayed.

Expected revenue is calculated separately for sales in cash, sales with financial documents, and sales on credit. The *credit* line specifies all PNR for which the "KR" request was used; the *fin doc* line includes tickets sold on the basis of any financial documents (payment orders, military certificates, etc.); the *cash* line includes all other sales.

Fig. 10.2

Description of fields in the "Expected revenue" table

No. – serial number of agency/airline in the expected revenue list; type of sales is also specified in this field.

ARL, Agent – code of airline/agency whose expected revenue is calculated.

Sold – number of tickets sold.

Returned – number of tickets returned.

Tariff – amount of tariffs.

Penalty – amount of penalties.

Return – amount of returns.

Total – total amount.

Charges – amount of charges.

10.2 Browsing expected revenue of service/operator (VR# request)

This summary helps you promptly obtain information on the performance of an individual officer, service or the entire agency over the specified period of time.

Only agency supervisor may browse revenue information for the agency's service or operator.

This summary shows all transactions with system flights and all operations, including "XX", "XC" and "AM", as well as "booking" (i.e. without printout or manual issue of tickets).

If the "PB" operation is followed, in the requested period of time, by return of seats using the "XX" or "XC" operations that do not imply that the money will be returned to passenger, such booked seats will not be displayed in the summaries of revenue management for operators and services and in the summary of booked seats, because the seats have already been returned to the system. As soon as the return of money to passenger has been processed using the «AP" or "APV" operation, revenue management summaries will not take these operations into account for the purpose of calculation of booked seats.

If ticket sale ("PB" operation) for a specific flight of a specific airline (e.g., SU-711) was completed by one agency, such as 01VOB, and then during the same day the ticket was returned ("AP" operation) by another agency (e.g., 25MOV), the summary of expected revenue of operators and services for 01MOV on SU-711 will shown this ticket and the amount of money for the ticket in the "Cash" line, and "AP" operation for the seat will be displayed for agency

25MOV. This ticket will not appear in the summary of booked seats for 01MOV on SU-711, because when the number of booked seats is calculated, only the agency that originally booked the seat (i.e. created the PNR) is taken into account, and return "AP" of the ticket by any agency (in this case, 25MOV) will cancel booking by agency 01MOV.

Functions of fields in the "Revenue management" window for browsing expected revenue by service/operator

Period start date – start date of the sales period for which the expected revenue is calculated (may be 2 months away from the current date).

Period end date – end date of the sales period for which the expected revenue is calculated (may be 2 months away from the current date).

Agency service number – number of service whose sales information the user wishes to browse.

All agency's operators – show expected revenue of agency with breakdown by operators.

Operator name – show expected revenue of the specified operator.

Browsing results

Expected revenue calculation results are displayed in the window shown in the example in Fig. 10.3. In this figure, you may see the expected revenue of agency 27MOV with breakdown by operators in the period of 16-24.05.05.

Fig. 10.3

Description of fields in the "Agency performance" table

No. – serial number.

Operator – full name of the operator.

Opr code – operator's code.

Total – number of transactions.

Booked – number of booked seats.

Returned bookings – number of returned bookings.

Tickets – number of sold tickets.

Returned tickets – number of returned tickets.

10.3 Browsing booked seats

This summary allows you to browse the number of seats that were booked by the airline or agency. Agency supervisor will be shown a summary indicating the number of sold seats for each airline. Airline supervisor will be shown a summary indicating the number of seats sold on each flight of his airline.

For details on calculation of seats for the summary, see 10.2.

Functions of fields in the "Revenue management" window for browsing booked seats

Period start date – start date of the sales period for which the booked seats will be searched (may be 2 months away from the current date).

Period end date – end date of the sales period for which the booked seats will be searched (may be 2 months away from the current date).

Airline – airline code; the default value for airline supervisor is his airline, and for agency supervisor – the airline whose booked seats the user wishes to browse.

Flight number – number of the flight for which the user wishes to browse booking information.

Agency – agency code; the default value for agency supervisor is his agency, and for airline supervisor – the agency whose booking information the user wishes to browse.

Browsing results

You may see the number of booked seats in the "Sales results" window, as shown in the example in Fig. 10.4. In this figure, you can see the number of sold seats for each airline partner of agency 27MOV in the course of one day – 24.05.05.
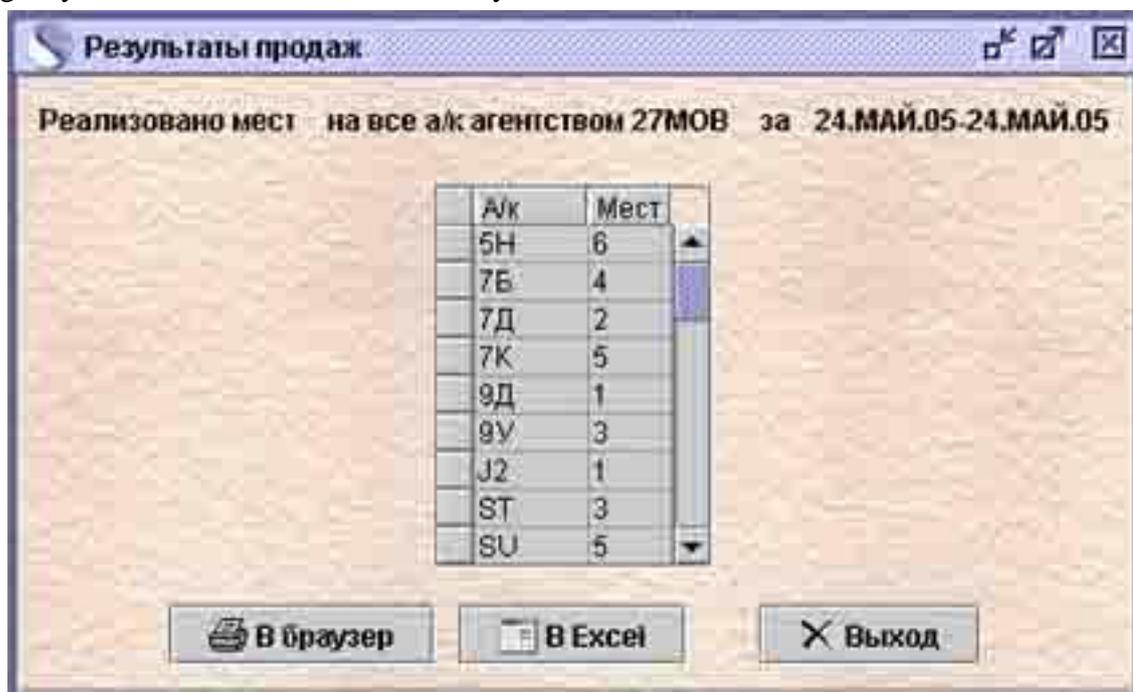
Fig. 10.4

Sales results table consists of two columns. The second column shows the number of booked tickets. The first column contains codes of partner airlines for agency supervisor and number of airline flights for airline supervisor.

11 Airline information

The system stores additional information that the airline considers important for the system's users to know. Information pertaining to each airline is structured by parts, sections and chapters.

Along with the list of airlines that provide information, there is also the "General information" chapter that contains common information for all airlines.

To browse additional information, select "Airline information" in the task list.

11.1 Browsing airline information (IA request)

You may browse airline information in the "Airline information" window (see Fig. 11.1).
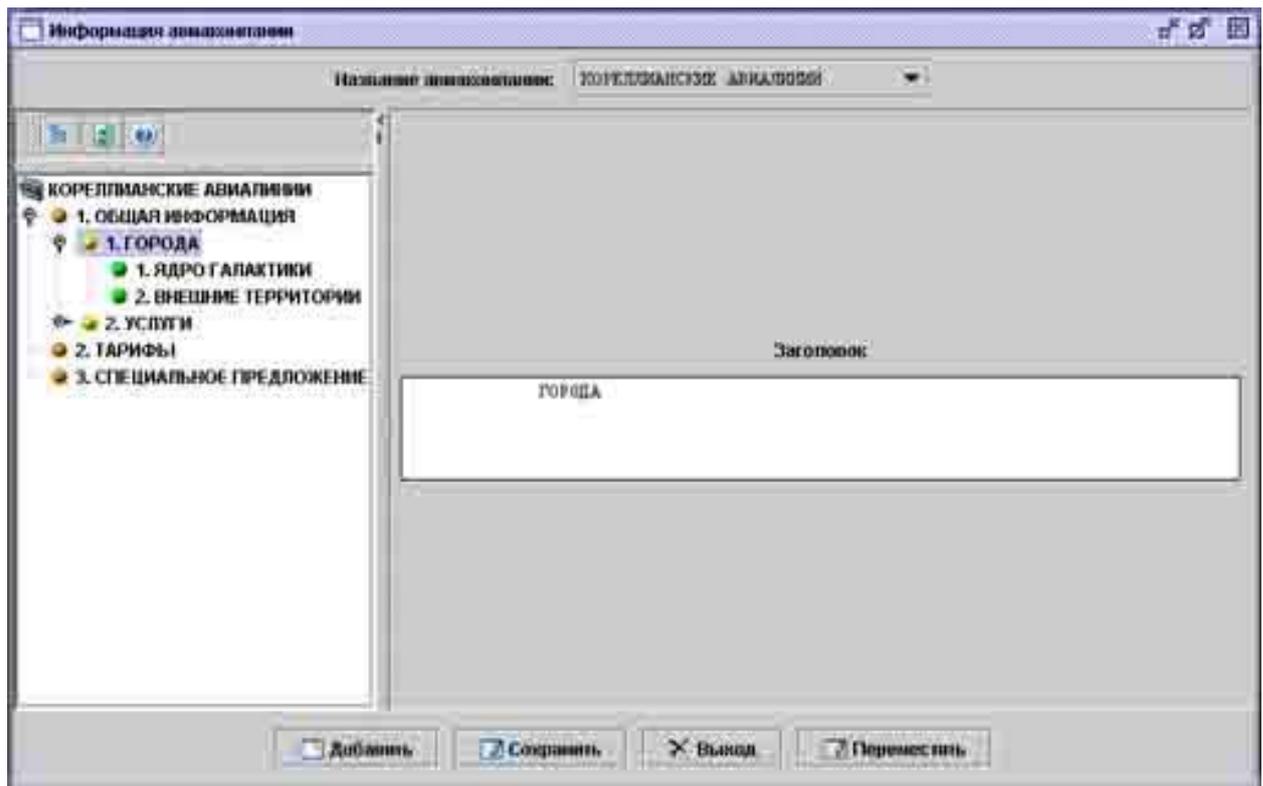
Fig. 11.1

On the left of the window, you will see the contents list in the form of a "tree", and on the right – information contained in the section that the cursor is pointing at. The "Airline name" field at the top of the window features a dropdown list with the names of the airlines whose information you can browse in this window; you may select individual airlines in this field.

Description of toolbar icons

	View – explode/implode contents
	Refresh – use if you work in one window for a long time. When information is being edited from several consoles at the same time, click this icon to see changes made from other consoles.
	Legend – show legend of color scheme in the contents list

Description of buttons in the "Airline information" window

Add – add a section.

Save –save changes made in the editing process.

Exit – return to task list.

Move – move current section inside the airline's information component.

11.2 Editing airline information (IR request)

Adding elements

To add an airline, part, section or chapter, click "Add" icon. The level and location of the structural element that will be created depends on the position of the cursor. The new element will be a smaller part of the section that was selected at the time of its creation.

New elements are added in the "Add…" window (Fig. 11.2).
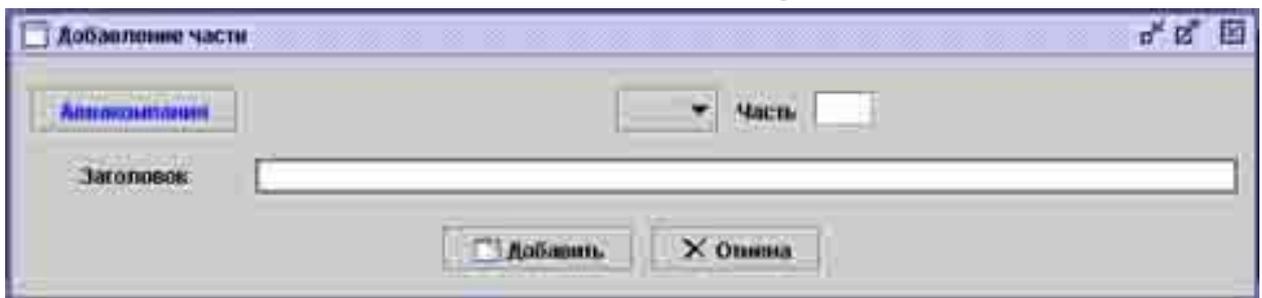
Fig. 11.2

Description of fields in the "Add…" window

Airline – code of the airline that provides information (select from the airlines catalog, see **Ошибка! Источник ссылки не найден.**).

Part – random number of the new information element (must be unique within one section).

Heading – name of the created element.

Editing elements

To edit information, select the corresponding section in the contents list, make changes to the information in the fields on the right of the window, and click **Save**.

Moving elements

To move a section, move the cursor to it and click **Move**. This will open the "Move element" window (Fig. 11.3).
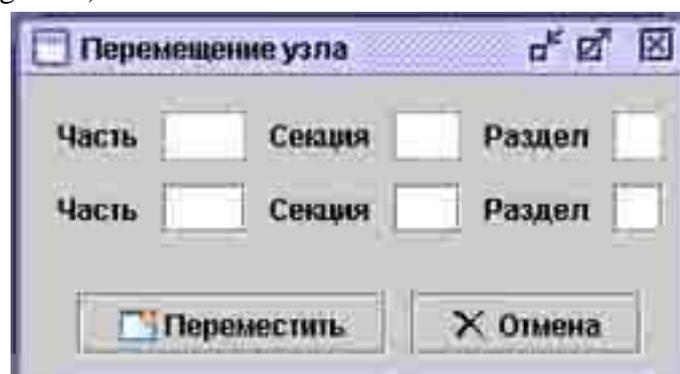
Fig. 11.3

The top line of the window specifies the numbers of the part, section and chapter of the element you wish to move. Use the second line to specify the numbers of the part, section and chapter where you wish to move the element. If the section specified in the second line already exists, the element will not be moved.

12 Operations with text terminal

Graphical interface of Sirena AS allows you to work in the text terminal. Text requests duplicate many of the resource and access management functions of the graphical interface. The text terminal also enables all the possible functions of Sirena-Travel GRS. Operations with Sirena AS using the text requests are described in detail in the text terminal manual.

To activate the text terminal, select "Terminal" in the task list. This will open the text terminal emulator (Fig. 12.1).
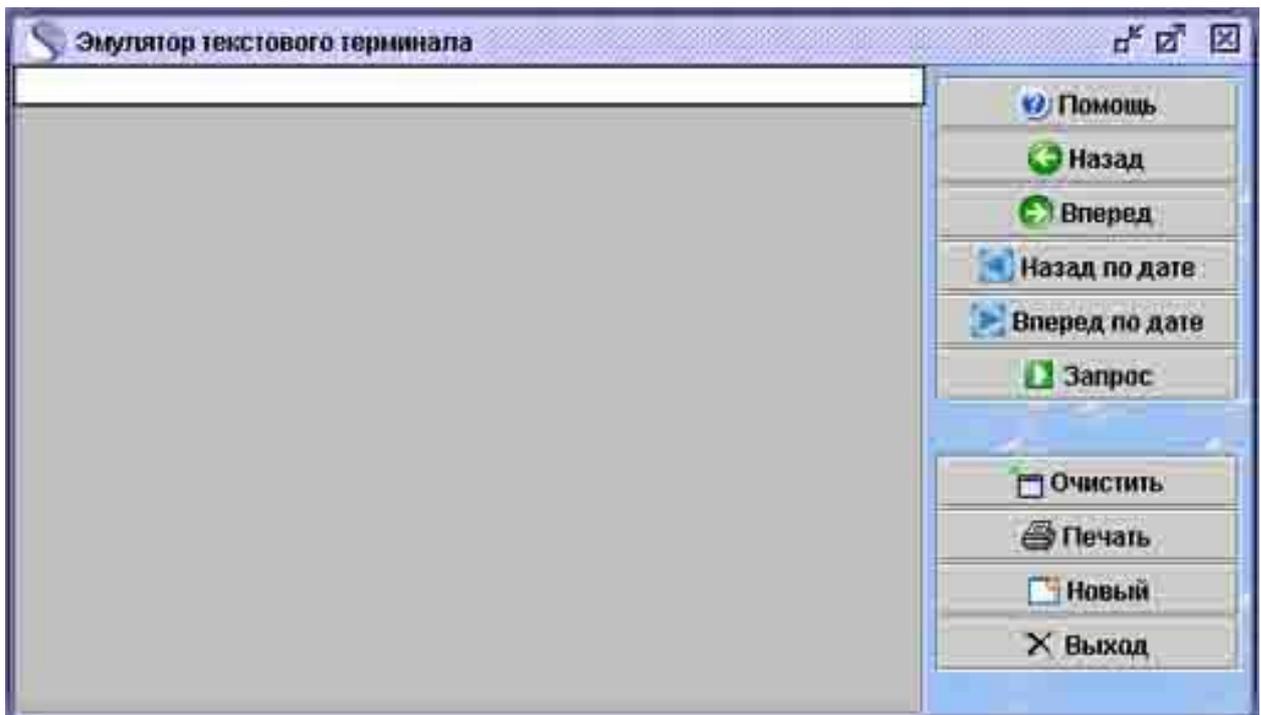
Fig. 12.1

Use the top line of the window with white background color to enter texts and request parameters. This field is not case-sensitive.

The main field of the window with grey background color is used for displaying responses to requests submitted to the system.

On the right of the window, you see screen buttons that are control elements of the text terminal. You may perform a variety of operations with requests and information provided by the system by clicking these buttons, or you may use hotkeys for the same purpose (each screen button will prompt you on the hotkey combination).

Description of buttons in the "Text terminal emulator" window

<u>Help</u> **– view help information**

Back – scroll back through the system message that consists of several pages.

Next – scroll forward through the system message that consists of several pages.

Back by date – scroll back through the system message that contains information structured by date.

Forward by date – scroll forward through the system message that contains information structured by date.

Request – submit request to the system.

New – open a new terminal window.

Clear – clear current information from the screen.

Print – print the system message screen.

Exit – close the text terminal.

13 Reading mail

The system enables you to send mail to operators. Messages are created in the "Mail" catalog (see **Ошибка! Источник ссылки не найден.**). Any operator may browse mail sent to him.

To start browsing mail, select "Mail" in the task list. A window will be displayed where you may set mail browsing parameters.

In this window, you can specify the range of dates when messages that the user wishes to read were created. If you set toggle at **Show new mail only**, the system will only display the unread messages.

Click **Show** to open the list of messages with their corresponding headings. Messages sent to the operator that opens the window are highlighted in bold. Click **Browse** to read messages. The message window will display one message only. Use the **Next** and **Back** buttons to scroll through messages.

14 Appendix

14.1 Table of correspondence between booking classes in international systems and Sirena-2000 system

First class

Р	**R**	-	Supersonic class
Ф	**P**	-	Premium first class
П	**F**	-	First class
А	**A**	-	First class with discount

Business class

И	**J**	-	Premium business class
Б	**C**	-	Business class
Д	**D**	-	Business class with discount
Ш	**Z**	-	Business class with discount
Ы	**I**	-	Business class with discount

Economy class

Ю	**W**	-	Premium economy class
С	**S**	-	Economy class
Э	**Y**	-	Economy class
Ж	**B**	-	Economy class with discount
Ц	**H**	-	Economy class with discount
К	**K**	-	Cheap class (economy with discount)
Л	**L**	-	Cheap class with discount (economy with discount)

М	**M**	-	Tourist class (economy with discount)
Н	**N**	-	Economy class with discount
Я	**Q**	-	Economy class with discount
Т	**T**	-	Economy class with discount
В	**V**	-	Economy class with discount (youth class)
Х	**X**	-	Economy class with discount
Е	**E**	-	Charter tariff; booking is prohibited; Seats are confirmed on check-in
У	**U**	-	Charter tariff; no booking required; seats are guaranteed
Г	**G**	-	Group class – booking on certain conditions
О	**O**	-	Economy class with discount

Class of service in class C may be equivalent to or higher than in class Y, but lower than in class J.

Class of service in class M may be equivalent to or lower than in class Y.

Only 16 subclasses may be used for sales with seat numbers. All 26 classes may be used for sales without seat numbers.

14.2 Key fields of catalogs for operations with long-term archive

Airlines (ARL)	Code of airline (in Cyrillic alphabet)
Auto SSR operations (TSO)	Airline
Agencies (AGN)	Agency code
Airports (ARP)	Airport code (in Cyrillic alphabet)
Blanks (BLN)	Code of blank (in Cyrillic alphabet)
Currencies (CRN)	Currency code (in Cyrillic alphabet)
Connection time (CTM)	Port 1
Cities (SFE)	City code (in Cyrillic alphabet)
Countries (CNT)	Country code (in Cyrillic alphabet)
Passenger documents (DOC)	Document code (in Cyrillic alphabet)
Special booking contracts (CSB)	Code of special booking holder
Raid notes (RDN)	Airline
Passenger categories (PCT)	Passenger category code (in Cyrillic alphabet)
Special booking codes (SBC)	Special booking code
Report page code (RPT)	Key word
Baggage rate (BGR)	Airline
Offices (OFC)	Code
Airline payment cards (APC)	Airline
Mail (CML)	Airline
Sections (SCT)	Section
Regions (RGN)	Region code (in Cyrillic alphabet)
Route carriage agreement (RCA)	Agreement code
Connection routes (CRT)	Point of departure
Charges (CHR)	Code of charge (in Cyrillic alphabet)
Services (SRV)	Service code

Ticket stocks (TCS)　　　　　Agency
TCH (TCH)　　　　　Airline
Aircraft types (ACT)　　　　　Type of airplane
Vehicle types (VLT)　　　　　Code of vehicle (in Cyrillic alphabet)
Baggage types (BGT)　　　　　Code of baggage type (in Cyrillic alphabet)
Check-in types (CIT)　　　　　Code of check-in type
Insurance types (ITC)　　　　　Code of insurance type (in Cyrillic alphabet)
Flight management (FLM)　　　　　Airline
Lost tickets (LTK)　　　　　Section
Forms of payment (FOP)　　　　　Form of payment code(in Cyrillic alphabet)
BKC (BKC)　　　　　City1
Access:Airline (ARA)　　　　　Agency
Access to sales (ATS)　　　　　Airline
Access:Operators (OPR)　　　　　Identifier
Access:Console (CSL)　　　　　Console

14.3 List of special service codes

Code in Latin letters	Code in Cyrillic letters	Cate-gory	Comments in Latin letters	Comments in Cyrillic letters
ADTK	СТКТ	0	Advise if ticketed	Сообщите, если билет продан
AVIH	ЖВТБ	3	Animal in Hold	Животное в спец. багажном отсеке
AVML	АВПЩ	1	Asian vegetarian meal	Азиатская вегетарианская пища
BBML	ГРПЩ	1	Infant/baby Food	Питание для грудного ребенка
BIKE	ВМСТ	3	Bicycle –specify number	Велосипед
BLML	ПРПЩ	1	Bland/soft meal	Протертая пища
BLND	СЛПЖ	4	Blind Passenger	Слепой пассажир
BSCT	ЛЮЛК	4	Bassinet/carrycot basket	Люлька
BULK	ДЛБЖ	3	Bulky Baggage-specify size	Громоздкий багаж
CBBG	БГЖК	3	Cabin Baggage	Багаж в салоне (для багажа куплено место)
CHML	ДТПЩ	1	Child meal	Детское питание
CKIN	ИНФР	0	Provides information for airport personnel	Информация для персонала аэропорта
COUR	КУРР	5	Courier	Курьер
DBML	ДБПЩ	1	Diabetic meal	Диабетическая пища
DEAF	ГПСЖ	4	Deaf Passenger	Глухой пассажир
DEPA	ДПРС	4	Deportee-accompanied dy escort	Депортация с сопровождением
DEPU	ДПРБ	4	Deportee - unaccompanied	Депортация без сопровождения
EXST	ДПМС	3	Extra Seat	Дополнительное место
GFML	БЖПЩ	1	Gluten-free meal	Обезжиренная пища
GRPS	БГГР	0	Common identity assigned by the booking member	Имя группы
GRPF	ГРТФ	0	Group Fare data	Групповой тариф
GPST	ГРМС	2	Group Seat Request	Запрос мест для группы
FPML	ФРПЩ	1	Fruit platter	Фрукты

FQTV	ЧПСЖ	5	Frequent traveller	Постоянный пассажир
FRAG	БГЖХ	3	Fragile Baggage	Хрупкий багаж
FRAV	ПРВЗ	0	First availabile	Первая возможность бронирования
HNML	ИНПЩ	1	Hindu meal	Индусская пища
KSML	КШПЩ	1	Kosher meal	Кошерная пища
LANG	ЯЗЫК	5	Specify Language spoken	Пассажир не знает местного языка
LCML	НКПЩ	1	Low calorie meal	Низкокалорийная пища
LFML	НЖПЩ	1	Low fat meal	Низкое содержание жира
LSML	БСПЩ	1	No salt added meal	Несоленая пища
MAAS	СОПР	4	Meet and assist	Сопровождающий
MEDA	МЕДА	5	Company medical clearance may be required	Медицинское свидетельство
MOML	МСПЩ	1	Moslem meal	Мусульманская пища
NSSA	НКМП	2	No Smoking aisle seat	Место для некурящих у прохода
NSSB	НКМН	2	No smoking bulkhead seat	Место для некурящих у перегородки
NSST	НКМС	2	No smoking seat	Место для некурящих
NSSW	НКМО	2	No smoking Window seat	Место для некурящих у окна
ORML	ВСПЩ	1	Oriental meal	Восточная пища
OTHS	ПРОЧ	0	Other	Разное
PCTC	СКПЖ	0	Emergency contact for passenger	Срочный контакт с пассажиром
PETC	ЖВТК	3	Animal in Cabin	Животное в салоне
RQST	СМСТ	2	Seat Request	Запрос места.
PRML	НБПЩ	1	Low purin meal	Нерафинированная пища
PSPT	ПСПТ	0	Passport Number	Номер паспорта
RVML	СРПЩ	1	Raw vegetarian meal	Сырая растительная пища
SEAT	НМСТ	2	Prereserved seat and boarding pass notification	Бронирование места и сообщение о посадочном талоне
SEMN	МРКЭ	5	Ship' Crew -Seaman	Экипаж
SFML	МППЩ	1	Sea food meal	Морепродукты
SLPR	СПМК	4	Btrth/Bed in cabin but excludes stretcher	Спальное место в салоне, но не носилки
SMSA	ДКМП	2	Smoking Aisle seat	Место для курящих у прохода
SMSB	ДКМН	2	Smoking Bulkhead seat	Место для курящих откидное
SMST	ДКМС	2	Smoking seat	Место для курящих
SMSW	ДКМО	2	Smoking Window seat	Место для курящих у окна
SPEQ	СПОБ	3	Sport Equipment	Спортивный инвентарь
SPML	СЦПЩ	1	Special meal	Специальное питание
STCR	НСЛК	4	Stretcher Passenger	Больной пассажир на носилках
TKNA	ТКНА	0	Ticket numbers for automatically	Номер билета, выдан. автомат. системой
TKNC	ТКНС	0	Autoumatically generated TCN	TCN – если номер билета не известен
TKNE	ТКНЕ	0	Electronic Ticket Number	Номер электронного билета
TKNM	ТКНМ	0	Manually entered ticket number	Номер билета, выписанный вручную
TKNO	ТКНО	0	Ticket Number	Номер билета

TKTL	ТЛБЛ	0	Ticketing time limit	Предельный срок приобретения билета
TWOV	БВИЗ	5	Transit without Visa	Транзит без визы
UMNR	РБСП	4	Unaccompanied Minnor	Ребенок без сопровождения
VGML	ВГПЩ	1	Vegetarian meal	Вегетарианская питание
VVIP	ВАЖН	5	VIP	Пассажир заказал обслуживание в VIP–зале
XBAG	СХБГ	3	Excess baggage	Сверхнормативный багаж
WCBD	ИНКБ	4	Wheelchair	Инвалидное кресло на батарейках
WCHC	ИНВК	4	Wheelchair for Cabin Seat. Passenger completely immobile	Больной пассажир. Не может самостоятельно передвигаться
WCHR	ИНКП	4	Wheelchair- for Ramp	Требуется кресло для посадки в самолет
WCHS	ИНКС	4	Wheelchair –for Steps.	Больной пассажир не может подняться по ступенькам
WCMP	ИНКР	4	Wheelchair-Manual power to be transported by a passenger	Инвалидное кресло с ручным управлением. Размеры могут быть произвольными

Categories of SSR codes (for operations in Sirena AS):

0 – service

1 –   meals

2 –   seats

3 –   baggage, extra seats, animals

4 –   passenger information that requires confirmation by airline

5 –   passenger information that does not require confirmation by airline.

14.4 Codes of requests used in archive data

(Code in Latin letters provided in brackets)

7К   (7K)   – Enter data on ticket blank when dating the ticket

7О   (7O)   – Exchange to an earlier date

7П   (7P)   – Enter data on ticket blank when exchanging to an out-of-system flight

А0   – Return seats from reverse booking transferred to another center

АМ   (AM)   – Return seat without printing a return statement

АП   (XT)   – Return ticket blank

Б+   – Transfer seats between flight and special booking

Б–   – Transfer seats between flight and special booking

БГ   – Change baggage rates

БВ   – Change special booking cancel time

БЛ   (CT)   – Reissue ticket blank due to change of name

БМ   – Exchange seats between booking holders

БР   (BR)   – Enter booking parameter (in PNR history)

ВТ   – Enter new tariff information, browse and edit tariff information

ВУ   – Enter TAC information, edit and close TAC

Г+   – Book a cargo

Г–   – Cancel cargo

ГБ   – Change group status

ГН   – Change group status

ГР	(GR)	– Create a group (in PNR history and short-term archive)
ДГ		– Add a group
ДИ	(AN)	– Add full name (document) to PNR
ДО	(DL)	– Enter delivery information (in PNR history)
ДП		– Divide schedule period by date
ДС	(AS)	– Add segment to PNR
ДФ	(FP)	– Enter payment documents (payment form) to PNR
ДЧ		– Divide of schedule period by frequency
ЗБ	(ZB)	– Repeat printing
ЗД		– Change information on raid delay
ЗТ		– Close tariff
ИД	(AC)	– Change identification document
ИЗ		– Change loading
ИЛ	(CL)	– Change discount in PNR
ИП	(CD)	– Change passport details in PNR (in short-term archive)
ИР		– Change airline information
ИУ	(XC)	– Change section of number of seats when dividing PNR
КБ		– Update blank numbers
ЛК		– Delete card
М+		– Transfer seats between centers
М−		– Transfer seats between centers
МС		– Change status or counters on segment/subclass
НБ		– Enter blank numbers
НД		– New contract (ARA)
НК		– New card
НП		– Change password
НС		– Change information on segment (e.g., number of seats) – new value
ОН		– Return seats on reverse booking
ОП	(QP)	– Place in queue (e.g., two days before time limit expires)
ОС		– Change information on segment (e.g., number of seats) – old value
ОТ	(OT)	– Reject printed ticket blank
ОУ	(QR)	– Remove from queue
ПБ	(AT)	– Print ticket blank
ПЗ	(ZK)	– Enter prereservation parameter (in PNR history)
ПК	(TX)	– Print miscellaneous charges order (MCO)
ПО	(CI)	– Print ticket blank if route information changes
ПШ	(PP)	– Print MCO for carrier's charge in case of change in carriage terms (exchange)
Р	®	– Enter check-in information
РД		– Create new raids
РТ	(PT)	– Enter PTA parameter
СБ		– Change blank type
СД	(AG)	– Enter special service remark (SSR)
СК		– Change MCO blank type
СО		– Change raid status
СП		– Catalogs information

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CC    (CC)   – Change session
CУ    (XG)   – Cancel SSR
TA    (PA)   – Auto-assess route
ТЛ    (TL)   – Change time limit
ТР    (PH)   – Semi-automatic pricing of tariff for ticket sale or exchange
TT    (PR)   – Manually assess route
УБ           – Remove blanks
УР           – Delete raid
ХИ    (XN)   – Delete full name (document) from PNR
ХС    (XS)   – Delete segment from PNR
ХХ    (XX)   – Return seats from PNR to segment
Я            – Start work (enter and log into the system)
Я.           – Complete work (exit the system)
```

14.5 Serial numbers of passenger categories

1 – For children (aged 2 and older)

2 – For children and adult passengers

3 – For children and adult passengers; children – with discount (Discount for child is calculated based on the information specified in category 19)

4 – For adult passengers

5 – For infants (up to 2 years old), children and adult passengers

6 – For children; adult passengers with no free tickets

7 – For children; adult passengers with no employee tickets

8 – For children; adult passengers with no free and employee tickets

9 – For adult passengers with no free tickets

10 – For adult passengers with no employee tickets

11 – For adult passengers with no free and employee tickets

12 – For adult passengers with no free tickets; children – with discount

13 – For adult passengers with no employee tickets; children – with discount

14 – For adult passengers with no free and employee tickets; children – with discount

15 – For children; adult passengers, except passengers of non-revenue flights (flights for search and rescue operations) and passengers with free and employee tickets

16 – For children; adult passengers, except passengers of non-revenue flights and passengers with free tickets

17 – For children; adult passengers, except passengers of non-revenue flights and passengers with employee tickets

18 – For adult passengers, except passengers of non-revenue flights and passengers with free and employee tickets; children – with discount

19 – For adult passengers, except passengers of non-revenue flights and passengers with free tickets; children – with discount

20 – For adult passengers, except passengers of non-revenue flights and passengers with employee tickets; children – with discount

21 – For adult passengers, except passengers of non-revenue flights and passengers with free and employee tickets

22 – For adult passengers, except passengers of non-revenue flights and passengers with free

tickets

23 – For adult passengers, except passengers of non-revenue flights and passengers with employee tickets

24 – For children and adult passengers, except passengers of non-revenue flights and passengers with free and employee tickets; children – with discount

25 – For children and adult passengers, except passengers of non-revenue flights and passengers with free tickets; children – with discount

26 – For children and adult passengers, except passengers of non-revenue flights and passengers with employee tickets; children – with discount

27 – For adult passengers, except passengers of non-revenue flights, transit passengers and passengers with free and employee tickets

28 – For adult passengers, except passengers of non-revenue flights, transit passengers and passengers with free tickets

29 – For adult passengers, except passengers of non-revenue flights, transit passengers and passengers with employee tickets

30 – For adult passengers, except passengers of non-revenue flights, transit passengers and passengers with free and employee tickets; children – with discount

31 – For adult passengers, except passengers of non-revenue flights, transit passengers and passengers with free tickets; children – with discount

32 – For adult passengers, except passengers of non-revenue flights, transit passengers and passengers with employee tickets; children – with discount

14.6 Status of booking segment

NS – Airline has allocated the seat to passenger and keeps it in special booking "ED" until a corresponding PNR is created in the airline's system (for GRS users, there is no difference between segment codes "NS" and "NK")

NL – Placement on wait list

NK – Seat confirmed (for GRS users, there is no difference between segment codes "NS" and "NK")

NE – Seat not confirmed

NR – Out-of-system flight

LL – Request for wait list

TT – Request (performed at the current moment)

TK – Seat confirmed (time changed)

UN – Seat removed (in case of transfer)

XX – Segment cancelled

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