



WORLD TICKET RELEASE NOTE

SELL-MORE-SEATS & W1 RETAIL 5.61

Version:

1

Author:

WorldTicket

Date:

MAY 2021

world**ticket**
solutions

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1. Confidentiality

The information enclosed in this document is confidential and the receiving part understands that W1 is disclosing information about the WorldTicket Sell-More-Seats (SMS) passenger service solution, product development plans, pricing policy and other company and product information that is highly confidential. The enclosed information is disclosed with the understanding that the receiving part agrees:

To hold the enclosed information in confidence and to take reasonable precautions to protect such proprietary information, including all precautions the airline employs with respect to its own confidential materials.

To not divulge any of the enclosed information or any information derived there from to any third person.

To not copy or reverse engineer any of the enclosed information.

2. Introduction & Summary

Dear WorldTicket Customer,

We are very pleased to provide you with the release note covering improvements and updates in the release version 5.61.

Some key highlights in SMS with 5.61 that we hope will improve some of your processes:

- Significant improvements to the search functionality throughout SMS
- Several improvements to the inventory view
- Several improvements to user management - in particular when creating a new user
- Enhancements to handling of SSIM files
- General User Interface improvements
- Improvements to PNR history

We appreciate any feedback on the functions of improvements and new features, so please feel free to share it with us through your daily point of contact in WorldTicket. For further information on functionality, implementation and uploads please contact your Account Manager.

Thanks again for working with us
Best regards,
The WorldTicket Team

2.1 Scope of Release Note

This release note covers selected functionality and updates in the release version 5.61.

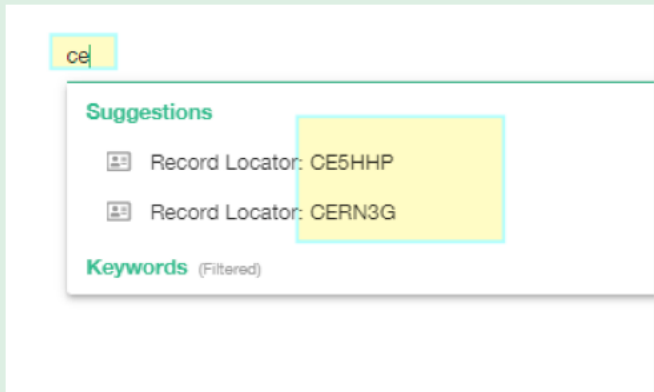
2.2 System Requirements

Unless stated differently, airlines must be running on the latest versions of Sell-More-Seats to get access to new functionalities.

Some functionality may require configuration, implementation time and/or involvement of third parties, and is therefore not automatically available to all airline customers as part of the upload. For such functionality to be implemented and made available for your airline, please contact your Account Manager for implementation time, scope and cost (if applicable).

3. Release Version 5.61

3.1.1 SMS Improvements & New Features

Module/Topic	Description
Introduction of Smart Search	With 5.61 we are introducing a significant and highly improved search function in SMS making it a lot faster for you to find what you are looking for. More enhancements to the search function in SMS will come over the coming releases, but 5.61 includes: • Introduction of Suggestion Search. When you start typing in the search field, you will immediately be presented with search suggestions matching with the search value display (suggestion by keyword and value pair) for a faster display of what you need.  A screenshot of the 'Smart Search' interface. At the top, there is a search input field containing the text 'ce'. Below the input field, a dropdown menu titled 'Suggestions' is displayed. It contains two entries, each with a small icon of a document with a magnifying glass and the text 'Record Locator: CE5HHP' and 'Record Locator: CERN3G'. Below the suggestions, there is a section titled 'Keywords (Filtered)' which is currently empty. The entire interface is shown within a light green rectangular frame.

Retrieve Flight

345

Suggestions

✈ Flight Designator: FL0345

Keywords (Filtered)

- We have introduced automatic saving and displaying of the latest search criteria so they can be reused later and shown as recent searches.

Retrieve PNR ⓘ

Type in anything to get suggestion

Recent (Last 4)

🕒 Reservation Period: 13 Apr 21 - 28 Apr 21

🕒 Reservation Period: 14 Apr 21 - 14 Apr 21

🕒 Reservation Period: 04 Apr 21 - 10 Apr 21

🕒 Reservation Period: 13 Apr 21 - 13 Apr 21

Keywords (All)

dep

Recent (Last 1)

🕒 Departure Period: 25 Apr 21 - 01 May 21

Keywords (Filtered)

✈ Departure Airport

📅 Departure Period

- Date search short-cuts like “tomorrow”, “this week”, etc.

- Search PNR by email address. The SMS user will be able to find a booking by passenger or contact email address.
- The toggle to switch between filter search and smart search is removed since the new Smart Search/Suggestion Search applies to all views except User Administration and Host Transaction overview.

Improvements to Inventory View

The user experience in the inventory module in SMS has been improved with the following enhancements

- Possibility to see overview of inventory of multiple flights in one summary screen under Inventory Administration. By clicking on the arrow it is now possible to view the inventory of the particular flight.

Inventory Administration											
FLIGHT NUMBER: FL379 × SEARCH											
BULK RE-CREATE INVENTORIES + BULK ADD PBD											
☐	DATE	DAY	FLT	DEP	STD	ARR	ETA	ACT	VER	CDIF	TYPE
☐	2021-04-22	Th	FL379	LWO	16:50	WAW	17:50	Boeing 737-800NG	B738Y189	Y189	S ▼
☐	2021-04-23	Fr	FL379	LWO	16:50	WAW	17:50	Boeing 737-800NG	B738Y189	Y189	S ▼
☐	2021-04-24	Sa	FL379	LWO	16:50	WAW	17:50	Boeing 737-800NG	B738Y189	Y189	S ▼
☐	2021-04-25	Su	FL379	LWO	16:50	WAW	17:50	Boeing 737-800NG	B738Y189	Y189	S ▼
☐	2021-04-29	Th	FL379	LWO	16:50	WAW	17:50	Boeing 737-800NG	B738Y189	Y189	S ▼
☐	2021-04-30	Fr	FL379	LWO	16:50	WAW	17:50	Boeing 737-800NG	B738Y189	Y189	S ▼
☐	2021-05-01	Sa	FL379	LWO	16:50	WAW	17:50	Boeing 737-800NG	B738Y189	Y189	S ▼

- Possibility to move between one flight to another with one click without going back to the search result list. Navigation is possible within the selected search criteria.

Flight FL345 26 Apr 2021 ← BACK TO SEARCH ▶

- The inventory view table has been improved and now it fits into one screen without horizontal scrolling for screens with a width of more than 1080 pixels. Toggle buttons have replaced the drop-down bar for management of RBD's (open/close) and management of WL, SA, OB statuses. On the left side the green and red colors indicate whether the RBD is open or closed.

BOOKING CLASS ^

ORDER	RBD	STATUS	REVIEW RULE	WHL	SA	OB STATUS	OPEN DATE	CLOSE DATE	WHL	BOOKED	WHL BOOKED	REVIEWABLE	WHL	CLOSED	WHL STATUS	WHL	SA STATUS	SA	OB STATUS	OB
10	X	open	Disabled				14 May 2020 16:50	09 May 2021 16:50	10	0	0	10	0	☐	☐	0%	☐	0%	☐	0
30	W	open	Disabled				14 May 2020 16:50	09 May 2021 16:50	7	0	0	7	0	☐	☐	0%	☐	0%	☐	0
80	K	open	Disabled				13 Jun 2020 16:50	09 May 2021 16:50	80	0	0	80	0	☒	☒	5	☒	3	☒	2
100	Y	open	Disabled				14 May 2020 16:50	09 May 2021 16:50	189	0	0	189	0	☐	☐	0%	☐	0%	☐	0

User Management Improvements

Several improvements have been done to the user experience when creating a new SMS user, including:

- Display error icon in case a mandatory field is incomplete during profile creation
- Unique validation of company code
- Unique validation of office code
- Email format validation

Address 

Office address

City *

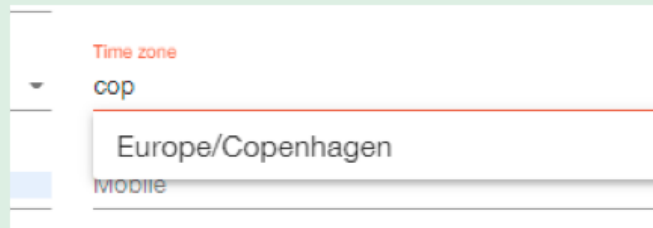
Required IATA City Code *

 User login jck already exists
Country Lithuania is not valid.

User Interface Improvements

Several improvements to the general user interface have been included in 5.61. This includes:

- Unified table styles for all pages in SMS
- Correct and unified text alignment, font size and warning messages
- Unified button styles and button localization
- Improvements of drop-down fields. Instead of scrolling you can now just type what you are looking e.g. for currencies, time zones and countries



Filter by weekdays

The search feature now has an extra filter which allows the user to pre-select (filter) flights more precisely.

A user can now filter by day of week under Inventory Administration and Retrieve Flight.

In the picture below, the filter is set to only show flights operated on Monday in the Flights module.

Retrieve Flight

FLIGHT DESIGNATOR: FL345 DEPARTURE DATE: 03 MAY 2021 - 31 MAY 2021 WEEKDAY: MONDAY SEARCH

ACTIVE ONLY

Flights							Load Factor	
DATE	DAY	FLT	DEP	STD	ARR	STA	STORE	TYPE
03 May 21	Mo	FL345	WAW	08:20	LWO	10:20		Scheduled
10 May 21	Mo	FL345	WAW	08:20	LWO	10:20		Scheduled
17 May 21	Mo	FL345	WAW	08:20	LWO	10:20		Scheduled
24 May 21	Mo	FL345	WAW	08:20	LWO	10:20		Scheduled
31 May 21	Mo	FL345	WAW	08:20	LWO	10:20		Scheduled

Items per page: 20 1 - 5 of 5

In the same way Inventory templates can now be applied as a filter for flights on selected days of the week within a particular period.

Indicator when using Re-Create Inventories

When the user is adding the RBD via the Recreate Inventory tab, a success / failure message will now be displayed to inform the user if the action was successful or not.

Now, when using *Bulk Add RBD SMS* will show a checkmark indicating that the RBD has been added successfully, as seen here:

Inventory Administration

FLIGHT NUMBER: DEPARTURE DATE:

☐ BULK RE-CREATE INVENTORIES ☐ BULK ADD RBD

☐	DATE	FLT	DEP	STD	ARR	STA	ACT	VER	CONF	TYPE	
☐	2021-04-24	DX333	KRP	14:00	RNN	16:00	A320	180	Y180	S	☒

If the operation failed, an error message displayed when hovering the cursor over the (X) as seen here:

Inventory Administration

FLIGHT NUMBER: DEPARTURE DATE:

☐ BULK RE-CREATE INVENTORIES ☐ BULK ADD RBD

☐	DATE	FLT	DEP	STD	ARR	STA	ACT	VER	CONF	TYPE	
☐	2021-04-24	DX333	KRP	14:00	RNN	16:00	A320	180	Y180	S	☒

Items per page: 50

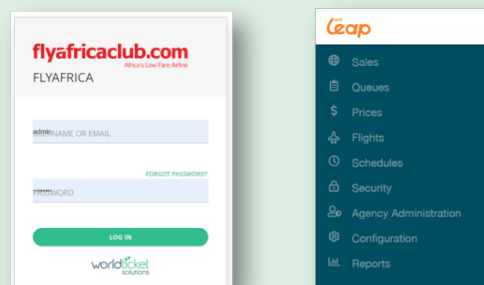
Flight event must have status 1800. Details message. Duplicate RBD as requested for ordering.

Note!: multi-leg flights are not currently covered by this feature but are expected in the next release.

Upload your Logo to SMS

It is now possible to insert your logo which will be shown in the top left corner of SMS and on the login page.

Examples:



If you do not add your own logo, the WorldTicket logo will be shown.

Open PNR directly from the Coupon tab in Flight View

It is now possible to open a PNR or document directly from the Coupons tab.

Flight FLO346 29 Apr 2021

General Passenger **Coupons** Inventory Ancillaries

☐ CHANGE COUPON STATUS

☐	#	TITLE	FIRST NAME	LAST NAME	PAK TYPE	FLOC	ORG	DOT	TOT	CH#	STATUS	ISSUE DATE	RBD	FARE BASIS	NET FARE	CURRENCY
☐	1	Mr	test	one	ADT	TQEDV	LWO	WAW	111111007327	2	O	07 Apr 21	Y	YECORT	84.50	EUR
☐	2	Mr	Test	Test	ADT	JOESBR	LWO	WAW	111111007331	2	O	23 Apr 21	Y	YECORT	84.50	EUR

SMS also has a feature that allows you to make the reverse action: to get from the Reservation view to the particular Flight. This feature is available when clicking on *Flight* under *Itinerary*.

The screenshot shows the SMS interface with a top navigation bar containing 'LINKS', 'CONTACTS', 'HISTORY', 'COMMUNICATIONS', and 'REMARKS'. Below this, there are sections for 'PAYMENTS (3)', 'LINKED TICKETS (3)', 'LINKED EMD (2)', and 'ASSOCIATED RESERVATIONS (0)'. The 'ITINERARY' section at the bottom lists two flights: '26 APR 2021' and '29 APR 2021'. A dropdown menu is open on the right, showing options: 'REBOOK', 'CANCEL', 'CHANGE FARE', 'NOTIFY', 'UPDATE TKT', and 'FLIGHT'. The 'FLIGHT' option is highlighted with an orange box.

Who benefits:

Everyone who is working with reservations and flight management.

Auto process of zero refund order

Allows to process a refund of zero amount refund order with any refund type. A fake payment transaction for zero amount payment is created and will be present in the payment report.

The screenshot shows the SMS interface for a reservation titled 'Reservation Z63JXH'. The top bar indicates 'CHANNEL: SMS6 USER: admin CREATED: 23 APR 2021 08:26 MODIFIED: 23 APR 2021 08:26'. Below this, there are sections for 'PAYMENTS (2)', 'LINKED TICKETS (1)', 'LINKED EMD (0)', and 'ASSOCIATED RESERVATIONS (0)'. The 'PAYMENTS (2)' section shows two transactions: '23 APR 2021 08:27 PAYMENT' for 235.00 EUR and '23 APR 2021 08:28 REFUND' for 0.00 EUR. The 'LINKED TICKETS (1)' section shows one ticket: '23 APR 2021 08:27 111 1110077300 EWRWER WERWER'.

Form of payment has been changed from „POS“ to „Autopayment“ for zero refund amounts.

Refund EMD-S (for MISC payments)

A stand alone process for refund of EMD (for Miscellaneous payment) has been introduced in order to provide the possibility to refund EMD-S separately from tickets. This allows SMS users to refund penalties or other paid items if they were applied incorrectly.

The functionality is available to users with the permission (REFUND_EMD_S), which is included in the ADMINISTRATOR role, and may be activated by the airline staff for other users.

For refund types for EMD-S only the „refund all“ option is now offered.

Emd

1
COUPON

STATUS:
RFIC/RFISC:
SAC:
ASSOCIATED ET:

BCN - CPH
Flown / Used (F)
D / 999 - Misc
555STCF0000H2
9991110009806/1

DOCUMENT DATA -
DOCUMENT NUMBER
6555660003867

CHANGE COUPON STATUS

REFUND

FARE CALCULATION

BCN-CPH

10.00 EUR

DOCUMENT AMOUNT

10.00 EUR

FORM OF PAYMENT:

CASH

RECORD LOCATOR
ZQZ2LY
TRAVEL
BCN - CPH
DOCUMENT TYPE
EMD-S

REFUND ORDER SUMMARY

ADT, MR JURIJ JURIJ

Type

Misc payment

TOTAL AMOUNT
10.00 EUR

PAID BY

CASH

390.00 EUR

CHOOSE REFUND TYPE

REFUND ALL

REFUND SUMMARY

MR JURIJ JURIJ

DUE TO REFUND

10.00 EUR

CANCEL

NEXT



Worldticket
Mr admin admin
Denmark

Refund receipt

Date: 23APR2021

Receipt no: 0000005088

Record locator: ZQZ2LY

Transaction ref:

Form of payment: Cash Payment

Booking details

Name	Ticket no.	Flight details	RBD/Fare basis	Price (EUR)
				0.00

Payment details

	EUR
Misc payments	
test payment 5555560003857	-10.00
NET amount	-10.00
Total:	-10.00
Order amounts include VAT	
VAT	0.00

ADMINISTRATOR

PERMISSION

ACTIVATE

DESCRIPTION

REFUND_EMD_S

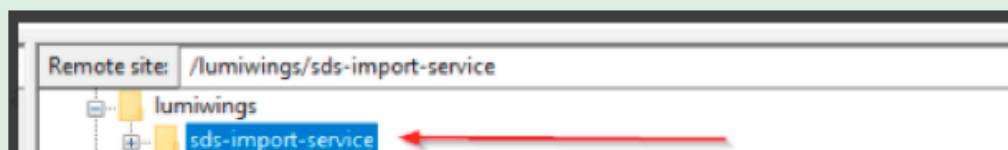


Allow to refund EMD-S

SSIM Report Improvements

We are introducing the upload of a new schedule as a SSIM file via FTP. This feature includes the following:

- Creating new schedules, automatically activating them and recreating inventories (subject to templates prepared in SMS)
- Schedule adjustments such as: adding operational days to the active schedule, changing date and time of a flight in the active schedule
- Support of multiple schedule updates via SSIM file
- All flights that were affected by the new file upload will be sent to the violation queue
- Precondition for error free process is for the airline to make sure that airports and aircrafts provided in the SSIM file are activated in SMS prior to import



The FTP import needs to be done by the WorldTicket team, so please contact us for assistance.

PNF (Passenger Name File) Import Improvements

PNF (Passenger Name File) now supports the following payment methods (configurable in PNF setting per user):

- Debit/Credit Account
- Cash
- Point of Sales
- External

With this feature it is now possible to control and invoice tour operator sales via debit/credit account management.

We now also support multiple currencies (the currency may be indicated for each imported PNR. The SMS exchange rates will be used to calculate the final amount).

Imported PNRs can be then adjusted (rebooked / refunded etc.), as any other PNRs and the financial calculations will be part of the financial reporting.

A benefit with this feature is that you, the airline, can take a passenger list from a third party, import it into SMS, and then the passenger can make further adjustments to their PNR - including on the W1 Retail website solution.

PNF bookings will now display "CHARTER" as the booking channel in SMS and are more easily recognized

Record	Passenger	Passenger	First name	Last name	2nd last	n	Title	Passenger	Gender	Age	Mobile	Mail	Remarks	Is booking	Outbound	Outbound	Outbound	Outbound	tri	Outbound	Outbound
JC8831			JURIJ	testing			MR	ADT	M			jck@worldticket.net	YES	WT104	BCN	CPH		2021-04-26	B	BECO	
JC8831			ALINA	testing			MS	ADT	F			jck@worldticket.net	YES	WT104	BCN	CPH		2021-04-26	Y	YFLEX	

Payment #5252 - WT04JR ← BACK EXPAND ALL COLLAPSE ALL PRINT RECEIPT TKT 9981110000198 141.22 EUR TKT 9981110000199 380.00 EUR Order total: 521.22 EUR PAID BY: DEBIT CREDIT ACCOUNT /ssnvr DEMO /Worldticket Payment total: 521.22 EUR	TRANSACTION STATUS Successfully paid SETTLEMENT DATE 23 Apr 21 11:30 FORM OF PAYMENT DEBIT CREDIT ACCOUNT PAYMENT TRANSACTION 6252 BANK TRANSACTION - CHANNEL CHARTER OPERATIONS <table><tr><th>OPERATION DATE</th><th>USER</th><th>OPERATION TYPE</th><th>TRANSACTION ID</th><th>DESCRIPTION</th><th>AMOUNT</th><th>BALANCE</th></tr><tr><td>23/04/2021 11:30:40</td><td>PNF Import</td><td>PURCHASE</td><td>5252</td><td>PNR WT04JR</td><td>-521,220</td><td>-521,220</td></tr></table> * Timezone is in +0300	OPERATION DATE	USER	OPERATION TYPE	TRANSACTION ID	DESCRIPTION	AMOUNT	BALANCE	23/04/2021 11:30:40	PNF Import	PURCHASE	5252	PNR WT04JR	-521,220	-521,220
OPERATION DATE	USER	OPERATION TYPE	TRANSACTION ID	DESCRIPTION	AMOUNT	BALANCE									
23/04/2021 11:30:40	PNF Import	PURCHASE	5252	PNR WT04JR	-521,220	-521,220									

Settlement Period in Sales Statement Detailed report

When rebooking in SMS, the system issues a new ticket at the time of rebooking and not at the time of payment. In cases where the ticket is paid at a different date than when the rebooking was done, the Operation Date and Settlement Date in the Sales Statement Detailed report will be different.

When generating the Sales Statement Detailed report it is now possible to differentiate between operation and settlement periods.

Sales Statement Detailed Report

CRITERIA PRESET

Select Criteria Preset

RESET FORM

EXPAND ALL

CURRENCY *

EUR

TIME ZONE *

Europe/Kiev

OPERATION PERIOD

FROM

14 Sep 2020

TO

14 Sep 2020

SETTLEMENT PERIOD

FROM

14 Sep 2020

TO

14 Sep 2020

New criteria >

ISSUER

SCHEDULE SETTINGS

REPEAT EVERY

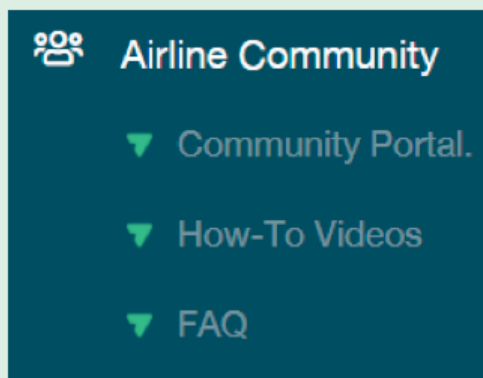
1

0-99

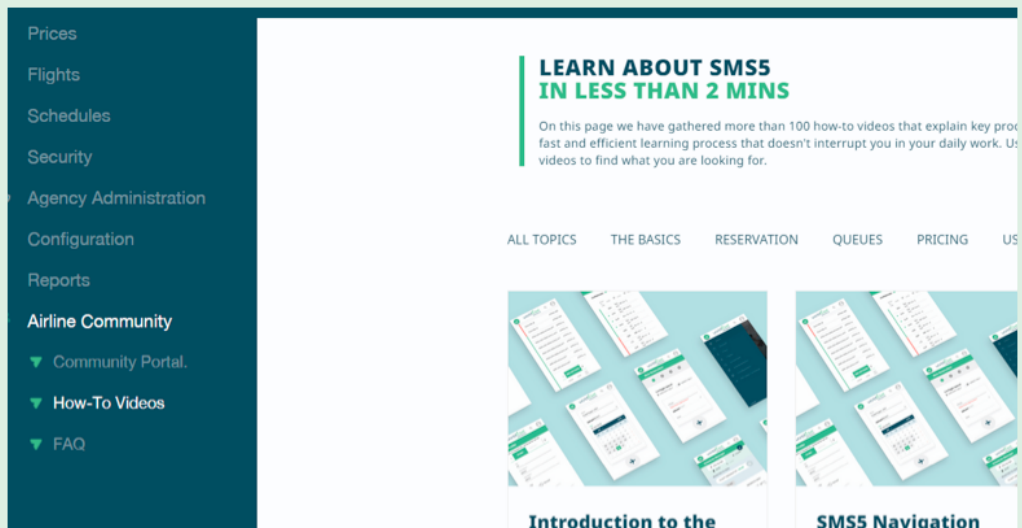
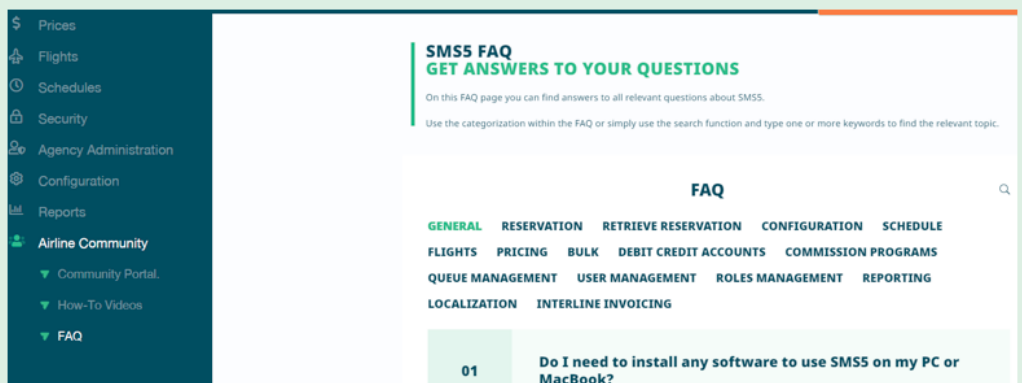
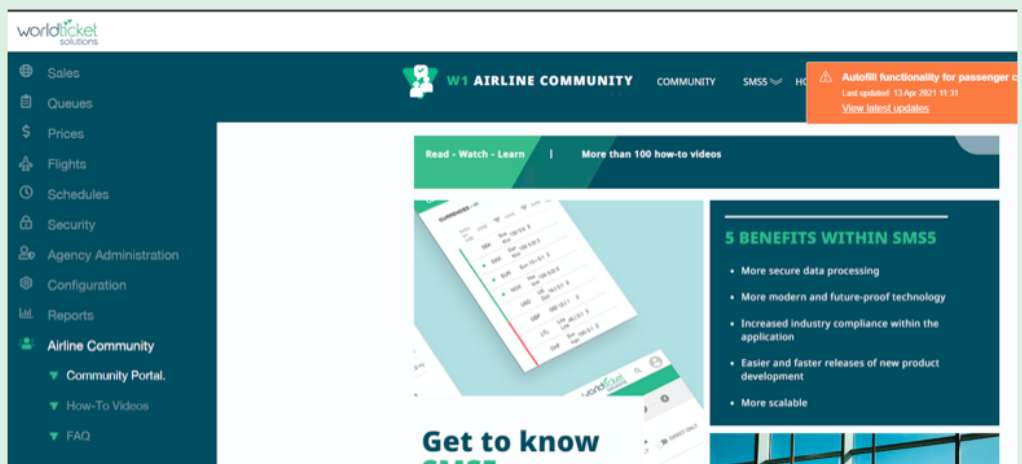
Day

W1 Airline Community Portal in SMS

Our Airline Community portal is now available to SMS users directly inside SMS as a menu item.



Via this menu item you have direct access to important content on the community portal such as the How-To Videos and the FAQ inside SMS when you need it. Both the How-To Videos and the FAQ are of course searchable so you can easily find the topic you need.



Via the permission settings in SMS you can configure which SMS users that should have access to the W1 Airline Community inside SMS.

W1 Agent Community Portal in SMS

The community dedicated to SMS agents, W1 Agent Community, offers more restricted content specifically relevant for your agents using SMS.

Via the permission settings in SMS you can configure which agents should have the W1 Agent Community activated inside SMS.

Roles & Permissions Administration

NAME

AGENT_COMMUNITY

PERMISSION

ACTIVATE

COMMUNITY_USER_MANUAL_VIEW

COMMUNITY_PORTAL_VIEW

AIRLINE_COMMUNITY

PNR History in SMS

We have introduced a detailed PNR history in SMS.

Reservation 0NFEH5						0NFEH5 / W1	
CHANNEL SMS USER admin CREATED 14 APR 2021 06:47 MODIFIED 16 APR 2021 06:50						← ACTUAL FILTER T FILTERED RESERVATIONS PREVIOUS NEXT	
PASSENGERS - 1							
MR ADASO ADASO						CONTACTS	
ADULT						APIS	
						SERVICES	
						TICKETS	
						1 CPN	
LINKS	CONTACTS		HISTORY		COMMUNICATIONS		REMARKS
TIME/STEP	USER	ACTION	COMMENT				
16 Apr 21 06:57	admin	SEND VIOLATION NOTIFICATION MAIL	Violation queue notify message was sent to: Mr adaso adaso. Subject: [ref] Flight Change Message: Dear Mr adaso adaso, please be advised about the following schedule change on your booking 0NFEH5 NEW FL345 25-04-2021 WAW - LWO Departure Date and Time changed from 25-04-2021 08:30 to 25-04-2021 12:00. Arrival Time changed from 10:25 to 14:42. Please confirm the receipt of the schedule change by Email. Thanks for your understanding.				
16 Apr 21 06:43	admin	ASSIGN TICKET NUMBER	Ticket 1111102773611 issued for passenger segment WAW-LWO for Mr adaso adaso				
16 Apr 21 06:43	admin	SEND INVOLUNTARY REROUTED NOTIFICATION MAIL	Involutary rerouting notification has been sent to: qas@bickum.net - carbon copy for:				
16 Apr 21 06:43	admin	RESERVE PASSENGER SEGMENT	Reserved segment: 25APR21 FL345 WAW-LWO Y for Mr adaso adaso				
16 Apr 21 06:43	admin	REBOOK PASSENGER SEGMENT	25APR21 FL345 WAW-LWO Y for Mr adaso adaso has been rebooked to 25APR21 FL345 WAW-LWO Y				
14 Apr 21 06:47	admin	SEND TICKET CONFIRMATION MAIL	Ticket confirmation has been sent to: qas@bickum.net, OO				
14 Apr 21 06:47	admin	ASSIGN TICKET NUMBER	Ticket 1111102773611 issued for passenger segment WAW-LWO for Mr adaso adaso				
14 Apr 21 06:47	system	ISSUE TICKET	Ticket 1111102773611 issue for: adaso adaso 2021-04-22 FL345 WAW-LWO YEVVTEST null EUR				
14 Apr 21 06:47	admin	PAYMENT TRANSACTION COMPLETE	Payment settled for 17050 Amount: 235.00000 EUR Status code: SP Successfully paid Cash - Transaction id: 67564 Payment provider transaction id: Method: Cash				
14 Apr 21 06:47	admin	START PAYMENT TRANSACTION	Payment transaction started 2021-04-14T11:47:33.654Z				
14 Apr 21 06:47	admin	CHANGE TICKETING TIME LIMIT	Ticketing time limit set to: 2021-04-14 12:30:28 GMT, from: 2021-04-14 12:17:16 GMT				
14 Apr 21 06:47	admin	CHANGE CONTACT PERSON INFO	Contact address was changed from "" to "Fax 208" Contact city was changed from "" to "Berlin" Contact company was changed from "" to "WorldTicket" Contact email was changed from "" to "qas@bickum.net" Contact first name was changed from "" to "admin" Contact last name was changed from "" to "admin" Contact mobile phone was changed from "" to "3434342323" Contact object status was changed from "" to "ACT" Contact email cc was changed from "" to "null" Contact country was changed from "" to "EU" Contact fax was changed from "" to "null" Contact title was changed from "" to "MR" Contact postal code was changed from "" to "233" Contact phone was changed from "" to "3434342323"				
14 Apr 21 06:47	admin	CHANGE PASSENGER INFO	Passenger first name was changed from "UNKNOWN NAME" to "adaso" Passenger last name was changed from "UNKNOWN LASTNAME" to "adaso" Passenger sex was changed from "U" to "M" Passenger title was changed from "" to "M" Passenger passenger type code was changed from "1" to "1" Passenger passenger type group was changed from "ADULT" to "ADULT"				
14 Apr 21 06:47	admin	CREATE BOOKING	Reservation 0NFEH5 created: 25APR21 FL345 WAW-LWO Y for UNKNOWN NAME UNKNOWN LASTNAME				

Access to the PNR history is granted to the SMS user via the permission configuration.

PERMISSION

RES_BOOKING_BOOKING_HISTORY_VIEW

Note! Your SMS solution may require additional configuration to activate this PNR history level. In that case please forward your request via your WorldTicket Account Manager or via the WorldTicket Helpdesk System.

Save SMS User Preferences

When a SMS user changes a setting in a view in SMS such as adjusting filters, tabs, show/hide column, just pin the menu and the changed setting will be stored in the user preferences.

Retrieve Flight

DEPARTURE DATE: 25 APR 2021 - 01 MAY 2021 SEARCH

ACTIVE ONLY

Flights						Load Factor			
DATE	DAY	FL	ORIGIN	DESTINATION	TIME	STATUS	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR
25 Apr 21	Su	FL401	LWO	CPH	08:20	Ad-Hoc			
25 Apr 21	Su	FL400	CPH	LWO	14:50	Scheduled			
25 Apr 21	Su	FL399	LWO	CPH	13:50	Ad-Hoc			
25 Apr 21	Su	FL379	LWO	WAW	16:50	Scheduled			
25 Apr 21	Su	FL378	WAW	LWO	18:20	Scheduled			

Items per page: 10 20 50 100 150 200 300 400 500 600 700 800 900 1000

Rebook unpaid reservation

You can now rebook a non-paid reservation before ticketing, when the initial order was already created (pending). So now there is no need to cancel the reservation and insert all user details again.

The action is available via the standard menu in the Itinerary section under Rebook.

Reservation VSEPD7 VSEPD7 / W1

CHANNEL: SMS USER: admin CREATED: 25 APR 2021 07:18 MODIFIED: 25 APR 2021 07:18

PASSENGERS: 1

MR JURIJ CEKUNOVIC ADULT

CONTACT APIS SERVICES TICKETS NO TICKETS

ORDER LINKS CONTACTS HISTORY COMMUNICATIONS REMARKS

PAYMENTS (0) LINKED TICKETS (0) LINKED END (0) ASSOCIATED RESERVATIONS (0)

ITINERARY

25 APR 2021 FL379 (L379) K K348 TKTL 20 MIN/75/0 HK 1

16:50 LWO - 17:50 WAW

REBOOK CANCEL CHANGE FARE NOTIFY UPDATE TKTL

SEGMENTS TO CHANGE

Lvov (LWO)- Warsaw (WAW)

06 May

✈️ OUTBOUND

03 MAY 2021 LWO - WAW

06 MAY 2021 LWO - WAW

✈️ 10:50 - 12:50 FL346

✈️ 16:50 - 17:50 FL379

07 MAY 2021 LWO - WAW

08 MAY 2021 LWO - WAW

09 MAY 2021 LWO - WAW

FL0046 LWO 10:50 - WAW 12:50

Filter by distribution group

FARE BASIS

FARE BASIS CODE

RBD

AV

FARE

CBUSINESS	CBUSN	C	1	801.53 EUR	+	1
YECORT	YECORT	Y	+9	129.00 EUR	+	1
Ktest	Ktest	K	+9 / WL	110.40 EUR	+	1
CORPORATE	YCORP	Y	+9	100.00 EUR	+	1
YEVTEST	YEVTEST	Y	+9	30.00 EUR	+	1

RULES: test

BYPASS PRICING

DO NOT CHANGE FARE BASIS

REBOOK SUMMARY

ADULT MR JURIJ CEKURIŠVILI

✈️ Apr 06 2021 FL379 LWO - WAW Ktest (K)

✈️ May 06 2021 FL346 LWO - WAW YECORT (Y)

-110.40 EUR

129.00 EUR

DUE TO PAY

129.00 EUR

SETTLE PAYMENT IMMEDIATELY

TOTAL AMOUNT: 129.00 EUR

ABORT

FINISH

Add transaction ID field when using “External” as Form of Payment (FOP)

This feature allows the SMS user to manually enter a transaction ID when using the Form of Payment (FOP) called “External”.

This is useful for matching transactions with payments eg. if the credit card transaction was not successful but the airline received the money after timeout. The credit card transaction can then be added to External payment with a transaction ID.

PAYMENT

PAYMENT TYPE
External

PAYMENT FEE
0.00 EUR

DUE TO PAY
129.00 EUR

MISC AMOUNT - EUR
0

TOTAL AMOUNT
129.00 EUR

AMOUNT TO PAY
129.00 EUR

Specify your comment...

Transaction ID

First Name

Last Name

Email

CC

Phone

Country

Country

Zip code

City

The transaction ID is displayed in the receipt.



Worldticket
Mr admin admin
Tex 208
233 Benin
Benin

Booking receipt

Date: 28APR2021

Receipt no: 0000067022
Record locator: V3EPD7
Transaction ref: 123456780
Form of payment: External

Booking details

Name	Ticket no.	Flight details	RBD/Fare basis	Price (EUR)
Mr jurij cekurisvili	1111110077398	FL346/6MAY21 Lvov - Warsaw	Y/YECORT	129.00
				129.00

Payment details

	EUR
Fare Price	129.00
NET amount	129.00
Total:	129.00
Order amounts include VAT VAT	0.00

And also in the Sales Statement Detailed report.

Payment Report

Report currency: EUR

Time zone: America/Cancun

Settlement date: 2021-04-28 - 2021-04-28

Number of transaction: 2

Total settled amount: 258.00

Record number	Record locator	External transaction number	Transaction Date	Settlement date	Result code	Message	Status	Payment type	PSP	Credit card type
1	LPLJWG	100000048	2021-04-28 04:57:21	2021-04-28 04:57:21			SP	worldticket	cash	UNKNOWN
2	VJEPD7	123456780	2021-04-28 07:23:26	2021-04-28 07:23:26			SP	worldticket	external	UNKNOWN

Generate SSIM file without seasons

We have removed a section where scheduled seasons have to be defined, however, while generating SSIM files the process of generation would fail if the new seasons were missing. This has now been fixed, and the SSIM file generation is now possible without dependency on the back-end season data.

This is automatically activated for all airline customers using SSIM.

Schedule the Load Factor Report

Load Factor Report can now be scheduled for automatic generation with the predefined frequency and sent via email. This configuration can be done in the Reports section via New Report and then the Load Factor Report form:

LOAD FACTOR REPORT

CRITERIA PRESET

Select Criteria Preset

RESET FORM

DEPARTURE DATE *

FROM

28 Apr 2021

TO

28 Apr 2021

CURRENCY *

EUR

Include Non-Issued Tickets

SCHEDULE SETTINGS

REPEAT EVERY

1

Day

REPORT DESTINATION

☐ Logged on agent

MR ADMIN ADMIN <QAWT@OKLUM.NET>

☐ Others

Email

SAVE CURRENT CRITERIA AS

Input Criteria name

SAVE NOW

CLOSE

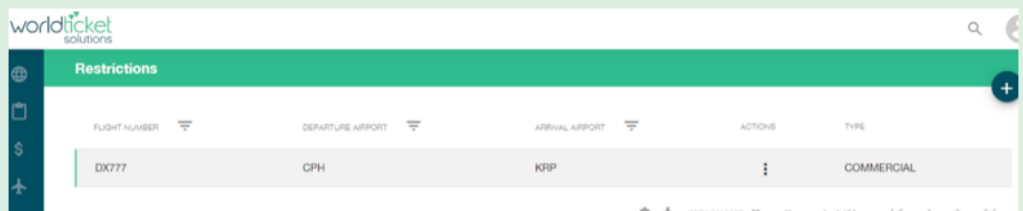
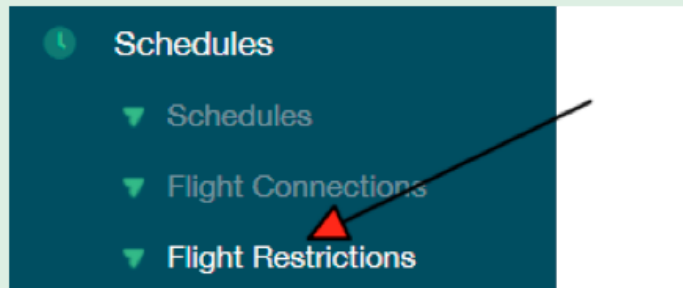
SCHEDULE REPORT

GENERATE REPORT

If you need the report via FTP instead of email, please contact us for assistance.

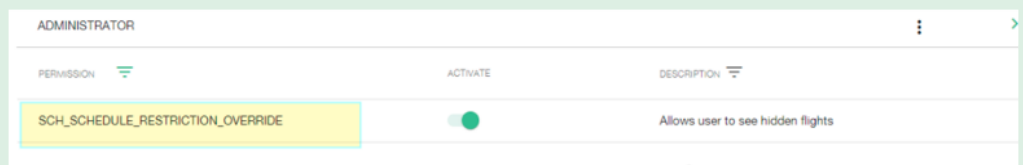
Hide some Flight Types

The feature allows you to hide some flights from appearing in the search results (independent from availability). This feature is not related to schedule types, but is based on schedule restrictions, accessible via Schedules and then in the section called Flight restrictions:



The feature is useful for airlines who would like to have an option to fully hide the information about e.g. charter flights from some agents. Such charter flights can now be available on the search step only for the airline staff if allowed to via permissions.

This permission to see hidden flights in search results is controlled by separate permission (SCH_SCHEDULE_RESTRICTION_OVERRIDE).



Color Code Reservations

We have improved the visibility of non-ticketed reservations for quicker identification of three different reservation types:

NETRON	18 APR 21 - 07:05	19 Apr 21	FL0345	MR Jacek Jacek	1	1		
MVSLPL	18 APR 21 - 06:32	25 Apr 21	FL0345	MR Jacek Jacek	1	1		
LPAJW	28 APR 21 - 07:51	10 May 21	FL0345	MR PAWEŁ KIERZKOWSKI	1	0	12345678	CPH
LPAJW	28 APR 21 - 05:29	-	-	-	0	0	12345678	CPH

No color: ticketed

Yellow: reserved, but not ticketed

Red: Cancelled

PNR Remarks Improvements

Timestamp and user login of the last action of adding/modifying a comment in PNR is now displayed under the Remark section in the PNR view.

Last change timestamp and user is displayed. Same information is also provided in the PNR history.

TIMESTAMP	USER	ACTION	COMMENT
25 Dec 20 05:36	admin	UPDATE BOOKING COMMENT	
25 Dec 20 05:35	admin	UPDATE BOOKING COMMENT	
25 Dec 20 05:35	admin	UPDATE BOOKING COMMENT	

Removed/deleted remarks will also be indicated.

Ticket issue date / EMD issue date / payment date added to the link section

Payment / refund date and time, ticket issued date and time and EMD issued date and time are now displayed in Links section next to each corresponding item as seen below:

LINKS

CONTACTS

HISTORY

COMMUNICATIONS

REMARKS

PAYMENTS (1)

03 MAR 2021 16:43

PAYMENT

EXTERNAL

103.07 EUR

SUCCESSFULLY PAID

LINKED TICKETS (2)

03 MAR 2021 16:43

243 2439092963

03 MAR 2021 16:43

243 2439092964

FAIR PLAY CALOGERO

LINKED EMD (1)

03 MAR 2021 16:43

243 4652299616

PAYF

ASSOCIATED ET: 2432439092963/1

ASSOCIATED RESERVATIONS (0)

VERIFIED

ITINERARY

Debit-Credit account loading time improved

SMS users who had debit-credit accounts with thousands of operations in their history experienced issues while opening the list of operations.

By introducing pagination, the loading time is significantly improved. If you want to view your entire history, you can export them as a CSV file.

OPERATIONS							Download as CSV
OPERATION DATE	USER	OPERATION TYPE	TRANSACTION ID	DESCRIPTION	AMOUNT	BALANCE LABEL	
18/03/2020 08:23:27	Isabel Howell	REFUND	37639	PNR LP198Q	0.00	0.00	
19/03/2020 12:09:33	Jenni Kipouras	REFUND	37724	PNR LP218G	0.00	0.00	
25/06/2020 01:58:55	Jenni Kipouras	REFUND	42306	PNR DB4XUV	56.91	56.91	
06/07/2020 07:00:30	Isabel Howell	REFUND	43267	PNR LP208Q	0.00	56.91	
04/11/2020 08:14:50	Isabel Howell	REFUND	60222	PNR LP30V4	0.00	56.91	
06/11/2020 04:10:37	Isabel Howell	REFUND	60504	PNR LP421K	0.00	56.91	
06/11/2020 05:00:07	Isabel Howell	REFUND	60536	PNR LP4214	0.00	56.91	
06/11/2020 05:26:14	Isabel Howell	REFUND	60540	PNR LP51GR	0.00	56.91	
06/11/2020 08:56:22	Isabel Howell	REFUND	60561	PNR LP483D	0.00	56.91	
10/11/2020 03:03:58	Isabel Howell	REFUND	60666	PNR LP30V4	0.00	56.91	
10/11/2020 03:24:30	Isabel Howell	REFUND	60674	PNR LP4025	0.00	56.91	
10/11/2020 04:54:36	Isabel Howell	REFUND	60694	PNR LP40RZ	0.00	56.91	
10/11/2020 05:07:38	Debbie Grubb	REFUND	60695	PNR LP42NR	0.00	56.91	
10/11/2020 05:21:13	Isabel Howell	REFUND	61000	PNR LP5RPG	0.00	56.91	
10/11/2020 06:57:18	Isabel Howell	REFUND	61020	PNR LP4WPU	0.00	56.91	
16/11/2020 03:12:32	Debbie Grubb	REFUND	61679	PNR LP491K	0.00	56.91	
16/11/2020 05:10:29	Isabel Howell	REFUND	61711	PNR LP43DD	0.00	56.91	
16/11/2020 06:07:59	Debbie Grubb	REFUND	61731	PNR SHKTGR	238.73	293.64	
16/11/2020 09:02:31	Isabel Howell	REFUND	61772	PNR LP48G	0.00	293.64	
16/11/2020 09:42:32	Isabel Howell	REFUND	61778	PNR LP49UC	0.00	293.64	
					238.73	293.64	
					0.00	293.64	
					0.00	293.64	

3.1.2 W1 Retail Improvements & New Features

Module/Topic	Description
Confirmation email for "Save for Later" enquiries	The Save for Later option has been improved with the reservation confirmation email which includes the itinerary details and extended ticketing time limit (TKTL) being sent automatically.
Calendar Week Start Day Configuration	It is now possible to choose which day the week should start with in the Date of birth calendar.
Infant Age Configuration	The minimum age configuration has been improved and now allows setting a minimum age for the passenger type infant in days. Max Age of Infant 1 [WEBSITE] Min Age of Infant (days) 1 [WEBSITE]
Customer Profile Title	New configuration to display and manage the title in the customer registration/profile has been added, so it is now possible to select a particular title when registering a new account on W1 Retail.

	PERSONAL INFORMATION TITLE* ▼ FIRST NAME* Please specify first name LAST NAME* Please specify last name RESIDENCE COUNTRY Denmark ▼ Mr Mrs Ms LANGUAGE* ▼ PREFERRED CURRENCY* ▼ DATE OF BIRTH* 23/04/2021 ▼
ID Configuration	Normally, a travel document has an expiration period. However, in some countries there are no such limitations. There is a new configuration added for the National ID expiry date which allows to hide it. The configuration is available under the Passenger settings section. IDENTIFICATION DOCUMENT DOCUMENT TYPE* National ID ▼ DOCUMENT NUMBER* ISSUING COUNTRY* Denmark ▼ EXPIRY DATE* 05/06/2024 ▼ Expiration date is required IDENTIFICATION DOCUMENT DOCUMENT TYPE* National ID ▼ DOCUMENT NUMBER* ISSUING COUNTRY* Denmark ▼ Expiration date field is hidden * Required Fields
Single price application to price configuration for round trip	If a product is selected on the outbound segment on W1 Retail, then it is automatically selected on the inbound. The price will be added to the basket only once. The configuration can be found at the bottom of the product's General tab. One price for trip No ▼ The product with single price application can be displayed in this way on W1 Retail:

	FLY GREEN Fly green Fly green 3.00 EUR																																																												
Option to download or delete customer account on W1 Retail	Allows each user to download and check the stored data under their W1 Retail account or to submit a request to delete the account. The request can be created under the W1 Retail account and forwarded to an airline representative. At each step of the process a user can get an email notification. NEWSLETTER CHANGE PASSWORD Request Personal Data As per GDPR, a user have the right to see which personal data is stored on the website. You can download the information we stored by click Download Account or request to delete that stored data by click Delete Account. DOWNLOAD ACCOUNT DELETE MY ACCOUNT CORPORATE PROGRAM REGISTER when enable request personal on Magento admin in Customer Configuration.																																																												
Google Analytics in Booking Process	It is now possible to add Google Analytics tracking code on each booking step in order to track the users' activity. <table><tr><td>1.</td><td>/</td><td>WorldTicket New Airtickets Booking</td><td>14</td><td>28,57%</td></tr><tr><td>2.</td><td>/booking/</td><td>Magento Commerce</td><td>12</td><td>24,49%</td></tr><tr><td>3.</td><td>/flights.html</td><td>Magento Commerce</td><td>10</td><td>20,41%</td></tr><tr><td>4.</td><td>/booking</td><td>Magento Commerce</td><td>2</td><td>4,08%</td></tr><tr><td>5.</td><td>/checkout.html</td><td>Magento Commerce</td><td>2</td><td>4,08%</td></tr><tr><td>6.</td><td>/hotels</td><td>Magento Commerce</td><td>2</td><td>4,08%</td></tr><tr><td>7.</td><td>/passengers.html</td><td>Magento Commerce</td><td>2</td><td>4,08%</td></tr><tr><td>8.</td><td>/catalog/category/view/s/olol/id/50/</td><td>olol</td><td>1</td><td>2,04%</td></tr><tr><td>9.</td><td>/checkout/onepage/success/</td><td>Magento Commerce</td><td>1</td><td>2,04%</td></tr><tr><td>10.</td><td>/extras.html</td><td>Magento Commerce</td><td>1</td><td>2,04%</td></tr><tr><td>11.</td><td>/packages.html</td><td>Magento Commerce</td><td>1</td><td>2,04%</td></tr><tr><td>12.</td><td>/seatselect.html</td><td>Magento Commerce</td><td>1</td><td>2,04%</td></tr></table>	1.	/	WorldTicket New Airtickets Booking	14	28,57%	2.	/booking/	Magento Commerce	12	24,49%	3.	/flights.html	Magento Commerce	10	20,41%	4.	/booking	Magento Commerce	2	4,08%	5.	/checkout.html	Magento Commerce	2	4,08%	6.	/hotels	Magento Commerce	2	4,08%	7.	/passengers.html	Magento Commerce	2	4,08%	8.	/catalog/category/view/s/olol/id/50/	olol	1	2,04%	9.	/checkout/onepage/success/	Magento Commerce	1	2,04%	10.	/extras.html	Magento Commerce	1	2,04%	11.	/packages.html	Magento Commerce	1	2,04%	12.	/seatselect.html	Magento Commerce	1	2,04%
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12.	/seatselect.html	Magento Commerce	1	2,04%																																																									

OTA Deep-Link
Improvements

W1 Retail is now supporting a minimalistic deep link URL with source parameter only.

This allows users to navigate from an affiliated partner website (e.g. Skyscanner, Travelfusion etc) and select route and flight dates in W1 Retail.