



WORLD TICKET RELEASE NOTE

SELL-MORE-SEATS & W1 RETAIL

Version:

1

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worldticket
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 5.62.

The improvements and fixes in 5.62 are all meant to make your daily work with SMS easier. In this release we have done several enhancements to the search function inside SMS to make it faster and more convenient to search for a PNR, a flight etc. You can even customize your most used searches.

Additionally, we have made several improvements on e.g. involuntary rerouting, refund/penalty processing, working with coupon statuses, flight views etc.

We hope you will enjoy the improvements in this release and appreciate any feedback.

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 5.62.

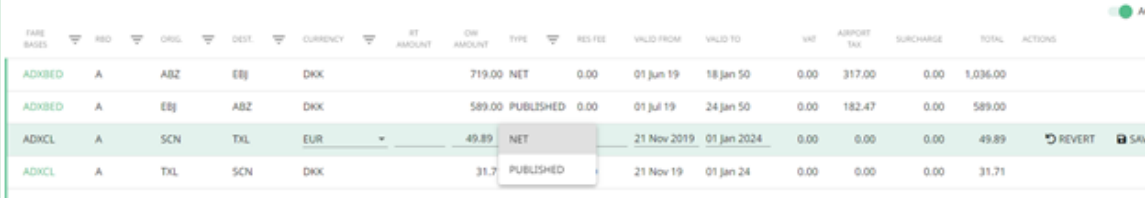
2.2 System Requirements

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 5.62

3.1 SMS Improvements & New Features

Module/Topic	Description
Price list display and "edit in-line" feature	When the SMS user enters the price list page, the page will load all the active prices by travel period as a 3 month calendar and display in the table.  The implemented in-line edit mode now allows a user (with permission to update fares) to edit the value directly inside the table without entering Edit Fare. Now the user just has to click on the fare / price to enter the edit mode. After the fare is edited it can be saved or any changes can be reverted. It is still possible to open the Edit Fare pop-up (double-click or context menu under three dots action button).

Smart Search Improvements

Following improvements are implemented to the Smart Search:

- Introduction of pin chip in smart search, to enable the user to keep a default search criteria and allow customization on each page
- Implementation of autofocus on the search box field to enable the user to start typing immediately after the page is loaded
- Implementation of the pre-selection option in the dropdown-list, in order to allow the user to use the keyboard in the dropdown and quick selection by clicking on "Enter"
- Ticket suggestion display in the Retrieve Reservation and Retrieve Document sections
- Multiple search values for coupon status in the Retrieve Document section

Retrieve Document

☒ Ticket
 ☐ EMD

Document number:

Passenger last name:

Departure Date: Today

ISSUED	DOCUMENT	TYPE	RECORD LOCATOR	TRAVEL
07 Jul 21 12:14	555 3330000047	ETD	11WH1G	KRP-CPH

☒ Today
 ☐ Tomorrow
 ☐ Yesterday
 ☐ This Week

- Improvement of page loading time in the Retrieve Reservation and Retrieve Document sections
- Improvement of the filter logic by searching the keyword / letter combination not only in the beginning of the field
- Improvement of date chip to display the selected date option i.e. "Today", "Tomorrow", "Last week", etc. for later reference

Retrieve PNR

Reservation Date: Last Week

Departure Date: This Month

Additionally, filter in columns:

- Closing of filter by using the "Done" button
- Closing of filter after filling in the value using the keyboard and clicking on "Enter"

T.	CURRENCY	RT AMOUNT	OW AMOUNT	TYPE
N		0	50.00	PUBLISHED
N		0	40.00	PUBLISHED
			719.00	NET
Z			589.00	PUBLISHED

- Support of Price List suggestion in the Price menu

Price List

add to future search as default

Travel Period: 01 Jul 2021 - 30 Sep 2021

remove from current search

Reservation Date: Last Week

Departure Date: Next Month

Search criteria for PNRs and tickets

Search criteria for Retrieve PNR and Retrieve Ticket are rearranged so most frequently used criteria are now available on the top of the selection.

The order of these criteria can be further rearranged according to the user's preferences. Contact your Account Manager for a detailed set-up if needed.

The screenshot shows the 'Retrieve PNR' search interface. At the top is the 'worldticket solutions' logo. Below it is a green header bar with the text 'Retrieve PNR' and a menu icon. To the left of the main content area is a dark blue sidebar with various icons. The main content area has a search input field with the placeholder text 'Type in anything to get suggestion'. Below the input field is a dropdown menu titled 'Keywords (All)' containing the following options: Record Locator, Ticket number, Last Name, Reservation Period, Departure Period, and Flight Designator.

The screenshot shows the 'Retrieve Document' search interface. At the top is a green header bar with the text 'Retrieve Document'. Below it are two radio buttons: 'Ticket' (selected) and 'EMD'. Below the radio buttons is a search input field with the placeholder text 'Type in anything to get suggestion'. Below the input field is a dropdown menu titled 'Keywords (All)' containing the following options: Document number, Record locator, Last-name, Issue period, Departure date, and Travel route.

- Retrieve reservation supports search criteria by BULK ID

Preview reservation without opening a booking

The preview reservation function is now introduced in the Retrieve Reservation results page. It allows users to view more information about each booking without opening it, i.e. about segments, passengers and tickets .

The user will be able to view ticket details by clicking the ticket in preview.

RECORD LOCATOR	EXTERNAL RECORD LOCATOR	RESERVATION DATE	FIRST DEPART	FIRST FLIGHT #	FIRST PASSENGER	NUMBER OF SEGMENTS	NUMBER OF COUPON
OKSYY8		28 JUN 21 - 08:41	-	-	-	0	0
EP3WN4		28 JUN 21 - 16:18	28 Jun 21	DX0501	Mr Olha Levkivska	1	0
4H7EB4		28 JUN 21 - 16:20	29 Jun 21	DX0501	Mr Olha Levkivska	1	1
J66X8W		28 JUN 21 - 16:23	29 Jun 21	DX0501	Mr Olha Levkivska	1	1

Flights 1 1 29 Jun 2021 DX0501 CPH 07:11 - KRP 09:00 Y ANONFLEXA2 ✓ SA Contact detail Mr. Olha Levkivska ololyoshka@gmail.com - -	Passengers 1 1 ADT/Mr. Olha Levkivska 2462468846384 hyperlink to ticket view
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5G7RPL		28 JUN 21 - 20:24	-	-	-	0	0
VUJH5L		28 JUN 21 - 20:28	-	-	-	0	0

Permission to override final coupon status

It has again become possible for authorised airline/system users to reopen tickets which already have a final coupon status.

The following logic is now supported for final statuses:

- Coupon-status. F => O, F, G, P, X, Y, Z
- Coupon-status. G => R, P, Z, X
- Coupon-status. R => G, P, X, Z
- Coupon-status. Z => F, G, P, X, Z

The screenshot displays a 'Ticket' interface with a dark green header. Below the header, it shows 'CHANNEL: W1 + CPH', 'COMPANY: 99999999', and 'OFFICE:'. The main content area is divided into two sections. The left section, titled 'Ticket', shows two coupons: '1 COUPON' for '28 Jun 2021 DX0500 06:00 KRP - C' with status 'Open For Use (O)', and '2 COUPON' for '02 Aug 2021 DX0501 07:11 CPH - I' with status 'Closed (Z)'. The right section, titled 'CHANGE COUPON STATUS', lists various status options with radio buttons. The 'Closed [Z]' option is selected, indicated by a green dot. Below the coupons, there is a 'FARE CALCULATION' section with fields for 'KRP - CPH', 'CPH - KRP', 'TOTAL', 'TAXES', 'DK MO', 'EU', 'ZO', 'QQ', 'DC', and 'DD'. At the bottom, there is a 'FORM OF PAYMENT:' field.

New permission "TKT_COUPON_OVERRULE_FINAL_STATUS" (Disabled by default) is introduced to allow the user to have the possibility to change the final coupon status. The change is allowed on the airline's own ticket stock only.

TKT_COUPON_OVERRULE_FINAL_STATUS



Allows to overrule final coupon status

Involuntary Rerouting improvements

Involuntary rerouting scenarios now fully cover following use cases:

- Connecting flight to multi-leg flight
- Multi-leg flight to connecting flight
- Direct flight to multi-leg flight
- Multi-leg flight to direct flight

We now highlight the connecting segments and flights for both violated segments and search flight results.

Sorting default is by booking and auto select passenger in the same booking. This is to restrict rerouting of passengers in the same booking to different flights

KRP-CPH

PNR	ROUTE	FIRSTNAME	LASTNAME	PT	PRM	RBD	CODE	TK
68B6D4	KRP-CPH	YQEAFUQXPF	test	Adult		Y	YEXWT	T
GINUET	KRP-CPH	MWSUOTWSLR	test	Adult		Y	YEXWT	T
HTFNTZ	KRP-CPH	TSRUXKBPK	test	Adult		Y	YEXWT	T
HTFNTZ	KRP-CPH	BCJIOWIHPX	test	Infant		Y	YEXWT	T
HTFNTZ	KRP-CPH	NOIQTLOYHQ	test	Child		Y	YEXWT	T
KZFUUI	KRP-CPH	BCGLNNMDNK	test	Adult		Y	YEXWT	T

- User interface adjustment on flight search and open PNR link where icon has been replaced with text
- When typing a flight designator in lowercase it is transformed to uppercase so that users can search in lowercase without receiving an error

Change default search period

Default search criteria in the New Reservation section is now changed to "Exact". This default value applies to New Reservation, New Group Reservation, Bulk Reservation, Involuntary Rerouting / Flight Search

The screenshot shows the 'New Reservation' search form. The 'SEARCH PERIOD' dropdown is set to 'EXACT'. Other visible fields include 'FROM', 'TO', 'DEPART', 'RETURN', 'CURRENCY' (EUR), and 'SEARCH' button. A red arrow points to the 'EXACT' dropdown menu.

If you want to keep the previous (+/- 3 days) as the default search value, please request your Account Manager to arrange this setting for you.

History Tab Improvements

Display of PNR History and history detail fields is now a permission based under the following permissions:

- RES_BOOKING_BOOKING_HISTORY_VIEW - allows to see the History tab
- TKT_TICKETING_GOD_VIEW or RES_BOOKING_GOD_VIEW - allows to see comments

New localization for history table header has been introduced:

- Reservation-view.history-tab.timestamp
- Reservation-view.history-tab.user
- Reservation-view.history-tab.action
- Reservation-view.history-tab.comments

LINKS	CONTACTS	HISTORY	COMMUNICATIONS	REMARKS	
TIMESTAMP	USER	ACTION	DETAILS		
28 Jun 21 08:42	admin	ASSIGN TICKET NUMBER	Ticket 2462468846381/1 issued for passenger segment BKK-PNH for MrNSA SSW		
28 Jun 21 08:42	system	ISSUE TICKET	Ticket 2462468846381 issue for: NSA SSW 2021-06-29 WT1976 BKK-PNH YOWWT null EUR		
28 Jun 21 08:42	admin	PAYMENT TRANSACTION COMPLETE	Payment settled for 431284 Amount: 158.51000 EUR Status code: SP Successfully paid Cash: - Transaction id: 2107904 Payment provider transaction id: Method: Cash		
28 Jun 21 08:42	admin	START PAYMENT TRANSACTION	Payment transaction started 2021-06-28T08:42:04.109Z		
28 Jun 21 08:41	admin	CHANGE TICKETING TIME LIMIT	Ticketing time limit set to: 2021-06-28 09:01:27 GMT, from: 2021-06-28 09:01:27 GMT		
28 Jun 21 08:41	admin	CHANGE CONTACT PERSON INFO	Contact address was changed from "" to "null" Contact city was changed from "" to "null" Contact company was changed from "" to "null" Contact email was changed from "" to "nsa@worldticket.net" Contact first name was changed from "" to "NSA" Contact last name was changed from "" to "SSW" Contact mobile phone was changed from "" to "900101537" Contact object status was changed from "" to "ACT" Contact email cc was changed from "" to "null" Contact country was changed from "" to "null" Contact fax was changed from "" to "null" Contact title was changed from "" to "Mr" Contact postal code was changed from "" to "null" Contact phone was changed from "" to "null"		

Disable APIS data field

New configuration for APIS data entrance is introduced, so now the airline may choose from the following scenarios:

- DOCS data mandatory
- DOCS data optional
- DOCS data is not needed

For the scenario "DOCS data is not needed", APIS fields will be disabled and cannot be used.

With this change the agents will not be forced / expected to enter information which the airline is not going to collect.

Logic of filtering improvements

With the introduced improvement, now all search results containing the filtered value in the middle or at the end will also be reflected.

This is especially useful when the user is not sure about the exact entity name.

User Administration

GET ALL COMPANIES
GET ALL OFFICES

+ ADD FILTER

SELECTED FILTERS:
NAME : TICKET
X
FILTER

NAME	COD
WorldTicket	W1

Retrieve Flight improvements

Each flight is now opened in a new tab, allowing the user to keep the page with the initial search results.

Departure Date: This Month

Click on flight link or double click on flight row to open in new tab

flights							Load Factor
DATE	DAY	FLT	DEP	STD	ARR	STA	STOPS
01 Jul 21	Th	DX111	CPH	22:00	RNN	23:15	KRP
01 Jul 21	Th	DX1111	CPH	22:00	AAL	23:00	KRP
01 Jul 21	Th	DX2077	KRP	12:15	CPH	13:16	
01 Jul 21	Th	DX222	CPH	11:40	KRP	12:00	
01 Jul 21	Th	DX223	KRP	12:30	CPH	13:30	
01 Jul 21	Th	DX333	KRP	14:00	RNN	16:00	

Refund / Penalty improvements

Several improvements and new features are introduced around refund penalties to provide more flexibility on the refund processes:

- Possibility to edit the penalty amount directly from the refund sidebar
- Possibility to add a refund penalty even if there is no penalty calculated by the fare rule calculation
- Functionality is available under permission PRC_FARE_BASIS_NO_PENALTIES

The screenshot displays a web interface for processing a refund. At the top, a 'PAID BY' section shows 'CASH' and a total of '158.51 EUR'. Below this, the 'CHOOSE REFUND TYPE' section has a dropdown menu set to 'REFUND ACCORDING TO FARE RULES'. The 'REFUND SUMMARY' section shows the passenger 'MR NSA SSW' and the flight '29 Jun 2021 WT1976 BKK - PNH (Y)'. A 'PENALTY_ON_REFUND' field is highlighted with a yellow box labeled 'Editable field now', with an arrow pointing to a value of '13.16'. At the bottom, a 'DUE TO REFUND' section shows '0.00 EUR'. Navigation buttons 'CANCEL' and 'NEXT' are at the bottom.

According to industry standards refund conditions now depend on **when the segment was actually cancelled**, and no longer on **when the refund is performed**:

- Refund amount is calculated based on segment cancellation time
- Processing of VOID for reservations that were cancelled on W1 RETAIL
- The user can define period before departure when a refund is not allowed
- The user can define period after departure until when a refund is allowed
- Configuration is done inside SMS

REFUND

ACTIVE ☒

TIME LIMIT
☐ NONE

☒ BEFORE DEPARTURE
P3D
☒ AFTER DEPARTURE
P1D

REFUND - % OF NET FARE
100
REFUND FEES ☒
REFUND TAXES ☒

APPLICABLE PER
Coupon
CURRENCY
DKK

DKK

+

Refund of "Y" coupons

- Coupons can get status "Y" after no show (fare rule based or manually)
- Segments with coupon status "Y" can be cancelled by agent / airline

Only refund of taxes is allowed for users without permission to override fare rules (PRC_FARE_BASIS_OVERRULE_FARE_RULES)

CHOOSE REFUND TYPE

REFUND TAX ONLY

REFUND SUMMARY

MR JAY JAY

05 Jul 2021 DX501 CPH - KRP (Y)
Airport Tax: EU
Airport Tax: ZO
Airport Tax: DC
Airport Tax: DD
VAT

when Refund tax only chosen,
only airport taxes are refunded

1.22
19.73
0.59
0.25
1.68

DUE TO REFUND
23.47 EUR

CANCEL
NEXT

Increase number of flights displayed in one page

Default value of flights per page was raised from 20 to 50. In addition, up to 100 records can be displayed in one page with the new release.



The screenshot shows the 'Flights' menu on the left with options: Retrieve Flight, Inventory Administration, Inventory Templates, AVS Sender, Host transaction, Schedules, Security, Agency Administration, Configuration, Reports, and Airline community. The main area displays a table of flight records.

Date	Status	Flight Number	Origin	Destination	Departure	Arrival	Carrier	Remarks
03 Jul 21	Sa	DK619	RNN	CPH	07:10	18:00	KRP	Scheduled
03 Jul 21	Sa	DK629	RNN	KRP	07:10	11:30		Scheduled
03 Jul 21	Sa	DK77	KRP	CPH	10:00	10:50		Scheduled
03 Jul 21	Sa	DK900	KRP	RNN	10:50	16:00	CPH	Scheduled
03 Jul 21	Sa	DK991	RNN	CPH	19:30	22:00	KRP	Scheduled
03 Jul 21	Sa	WT1976	BKK	PNH	10:00	12:00		Scheduled
03 Jul 21	Sa	WT1977	PNH	BKK	13:00	15:00		Scheduled
03 Jul 21	Sa	WT2972	BKK	CEI	12:30	16:15	LPT CNX	Scheduled
03 Jul 21	Sa	WT2978	BKK	CNX	09:00	10:00		Scheduled
03 Jul 21	Sa	WT2979	CNX	BKK	20:00	21:30		Scheduled
03 Jul 21	Sa	WT2982	CNX	CEI	11:30	12:00		Scheduled
03 Jul 21	Sa	WT2988	CNX	CEI	10:30	11:00		Scheduled
03 Jul 21	Sa	WT2991	BKK	CEI	14:00	16:00	CNX	Scheduled

At the bottom right, there is a pagination control showing 'Items per page: 100' and '1 - 100 of 1079'.

Refund confirmation email

Possibility to resend the refund confirmation email manually at any time after a refund. The action is available from the menu under the three dots action button in the top row in the PNR view.



The screenshot shows the 'Reservation OKSYY8' interface. The top bar indicates 'CHANNEL: SMSS USER: admin CREATED: 28 JUN 2021 08:41 MODIFIED: 28 JUN 2021 08:41'. Below this are tabs for LINKS, CONTACTS, HISTORY, COMMUNICATIONS, and REMARKS. The 'LINKS' tab is active, showing a table with payment and refund information. A red arrow points to the three dots menu icon in the top row of the table, and another red arrow points to the 'REFUND RESERVATION CONFIRMATION' option in the dropdown menu.

LINKS	CONTACTS	HISTORY	COMMUNICATIONS	REMARKS
PAYMENTS (2) 28 JUN 2021 08:42 PAYMENT CASH 158.51 EUR SUCCESSFULLY PAID 07 JUL 2021 15:10 REFUND AUTOPAYMENT 0.00 EUR			LINKED TICKETS (1) 28 JUN 2021 08:42 246 2468846381 NSA SSW LINKED EMD (1) 28 JUN 2021 08:42 777 6660027308 SERVICE_FEE ASSOCIATED RESERVATIONS (0)	ANCILLARIES SEATS TICKETING CONFIRMATION RESERVATION CONFIRMATION REFUND RESERVATION CONFIRMATION PUSH RESERVATION RECOVER RESERVATION SEND SSR OTHS

EMD-S refund

More EMD-S types are now refundable and can be managed by the airline instead of processing it via the WorldTicket Support Team:

- Introduce refund of EMD-S for Change Name, Upgrade and Downgrade Penalties
- Possibility to refund the penalty separately from tickets. This allows the airline to refund a penalty e.g if it was applied incorrectly

The functionality is available under a separate permission: REFUND_EMD_S.

The screenshot displays the 'Emd' management interface. At the top, there's a green header with the word 'Emd'. Below it, a coupon is shown with a red '1' icon and the text 'COUPON'. To the right, the coupon details are listed: STATUS: Flow / Used (F), RFIC/RFISC: D / 992 - Change name, SAC: 7778K5E000955, and ASSOCIATED ET: 2462468846490/1. A green 'REFUND' button is visible next to the coupon details. Below the coupon, the 'FARE CALCULATION' section shows 'CPH-KRP' with a value of '24.66'. The 'DOCUMENT AMOUNT' is also '24.66 EUR'. The 'FORM OF PAYMENT' is set to 'EXTERNAL'. On the right side, the 'DOCUMENT DATA' section shows 'DOCUMENT NUMBER: 7776660027442' and 'ISSUE DATE: 07 Jul 2021'. Below the main interface, there's a toggle switch for 'REFUND_EMD_S' which is currently turned on, with the label 'Allow to refund EMD-S'.