WORLDTICKET 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.

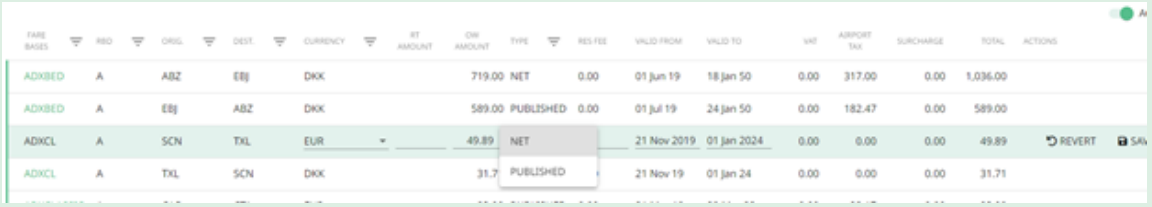
2.2 System Requirements

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

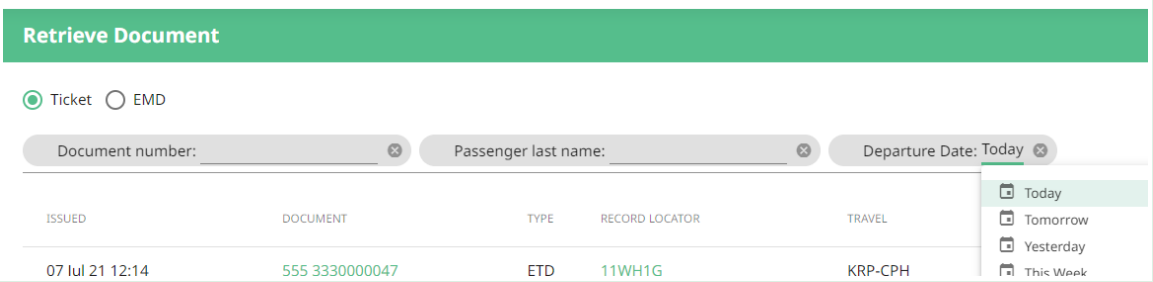
Some functionality may require configuration, implementation time and/or involvement of third parties, and is therefore not automatically available to all airline customers as part of the upload. For such functionality to be implemented and made available for your airline, please contact your Account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

3. Release Version 5.62

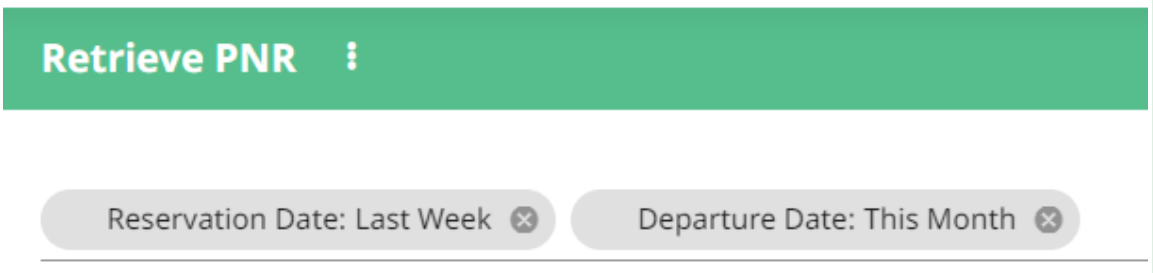
3.1 SMS Improvements & New Features

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

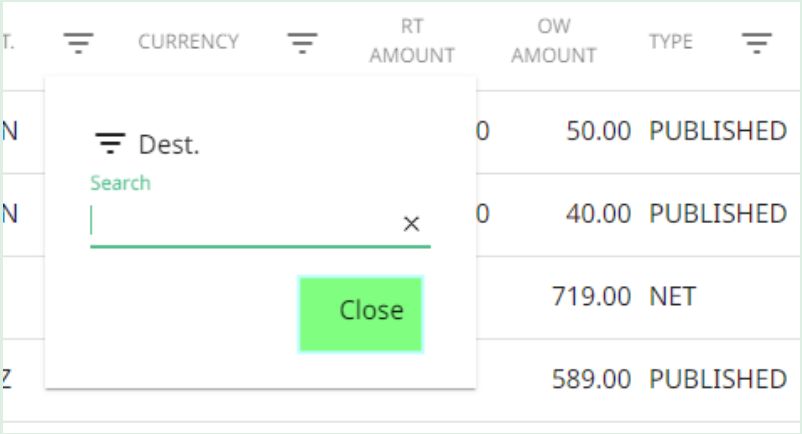


- Improvement of page loading time in the Retrieve Reservation and Retrieve Document sections
- Improvement of the filter logic by searching the keyword / letter combination not only in the beginning of the field
- Improvement of date chip to display the selected date option i.e. “Today”, “Tomorrow”,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

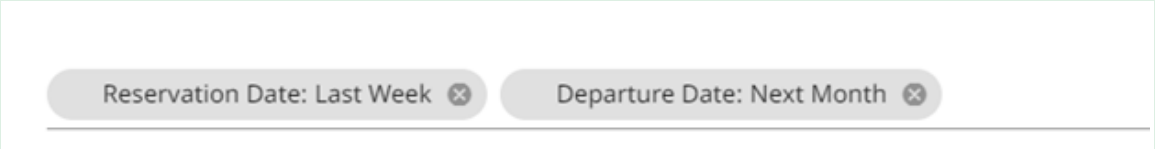


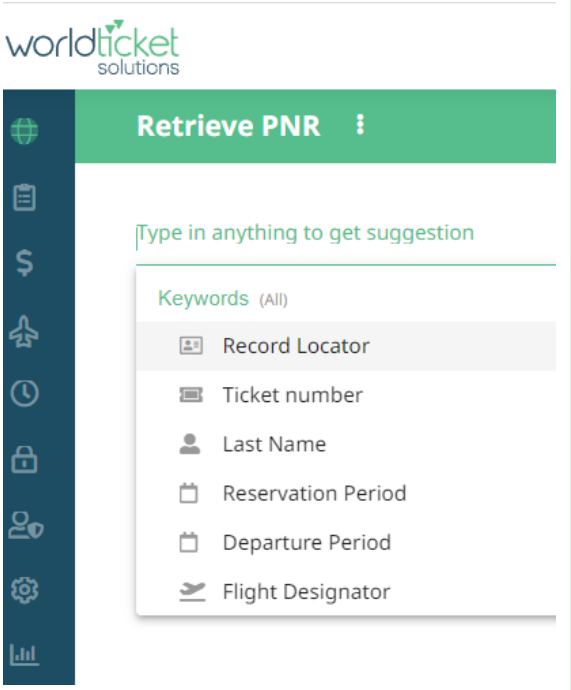
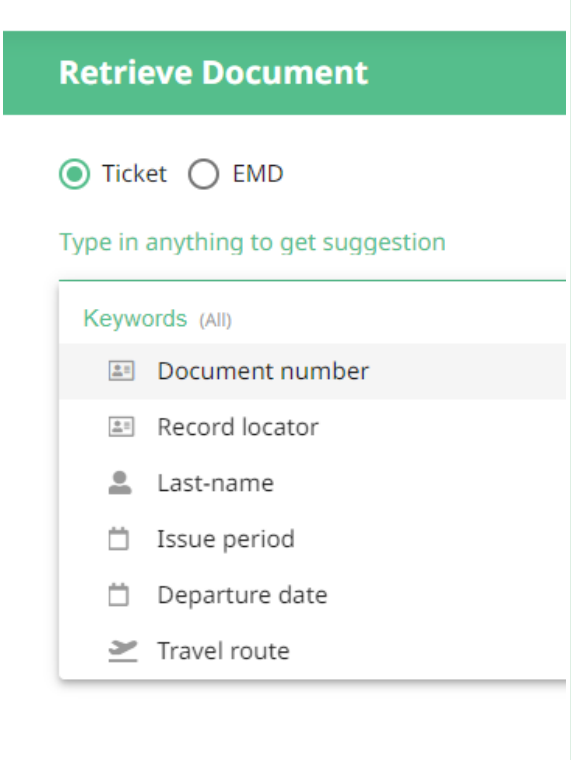
Additionally, filter in columns:

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

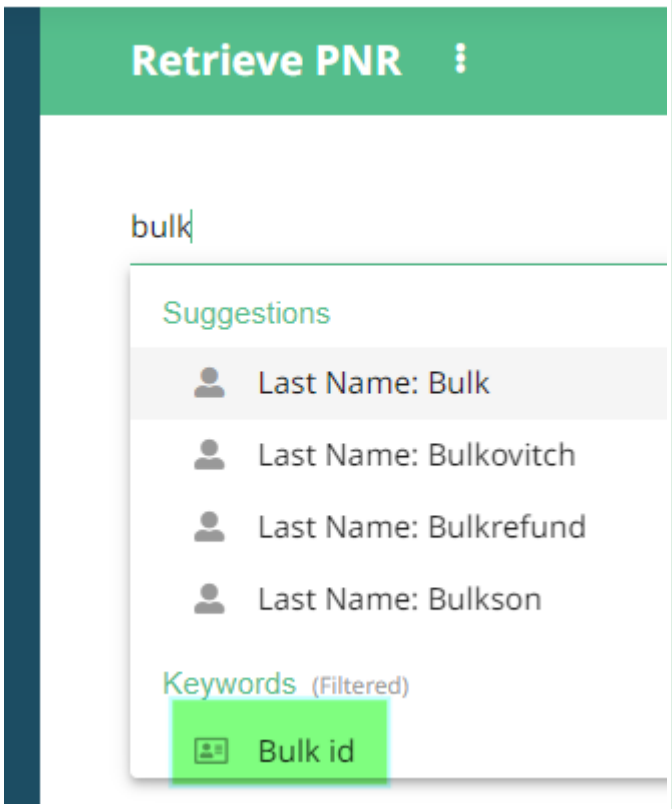


- Support of Price List suggestion in the Price menu



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.  

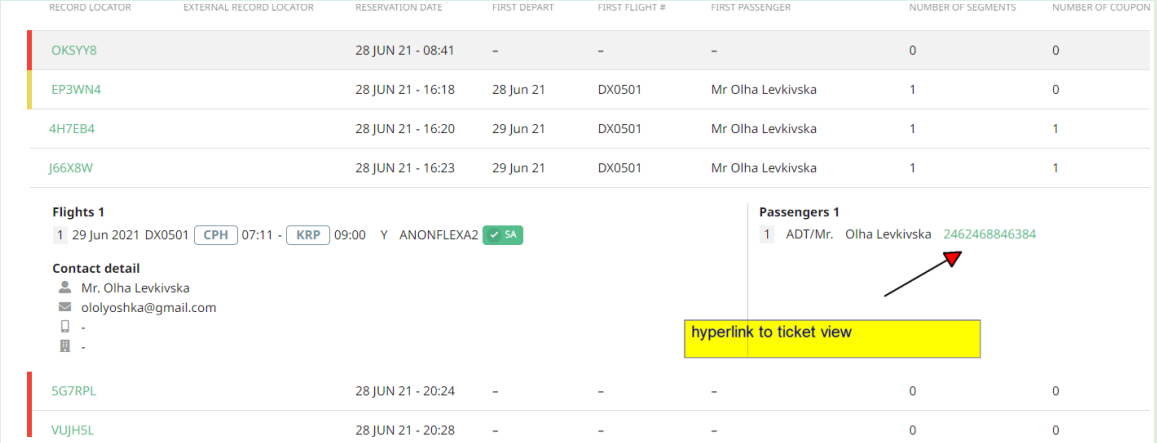
- Retrieve reservation supports search criteria by BULK ID

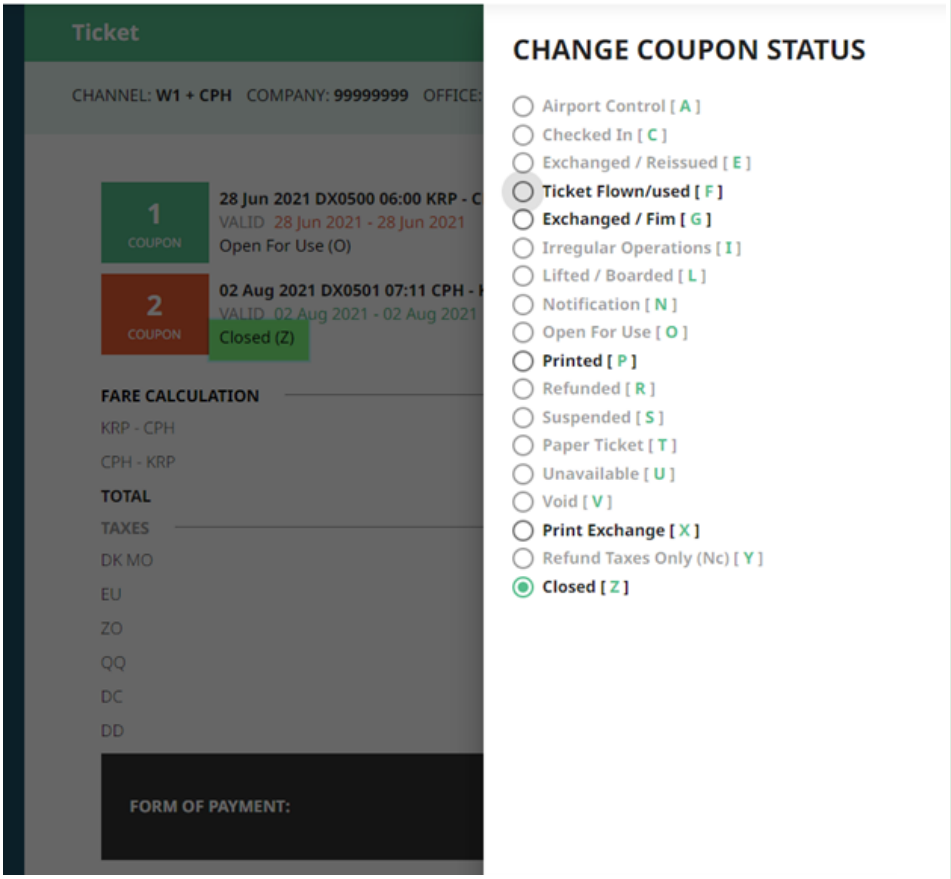


Preview reservation without opening a booking

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.



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  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.

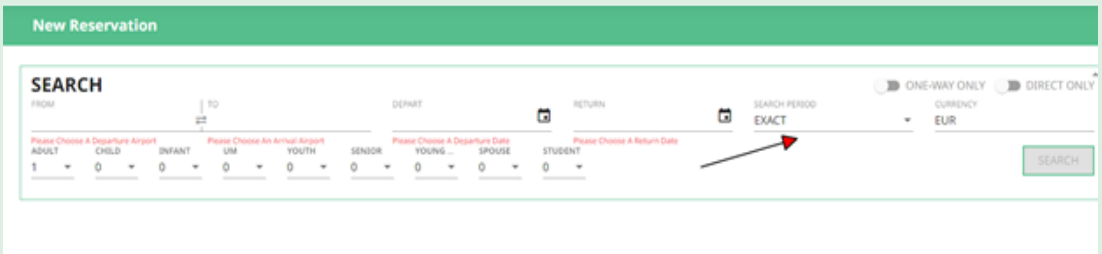
Involuntary Rerouting improvements	Involuntary rerouting scenarios now fully cover following use cases: - Connecting flight to multi-leg flight - Multi-leg flight to connecting flight - Direct flight to multi-leg flight - Multi-leg flight to direct flight We now highlight the connecting segments and 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

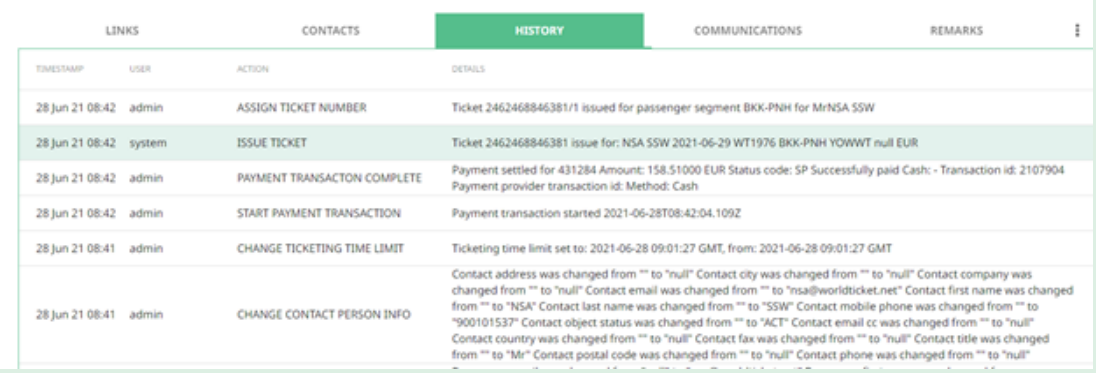
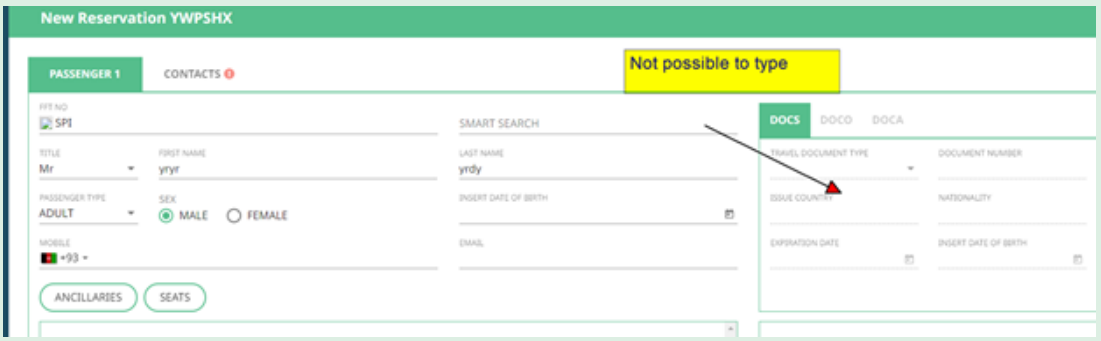
PNR	ROUTE	FIRSTNAME	LASTNAME	PT	PRM	RBD	CODE	TK
68B6D4	KRP-CPH	YQEAFUQXPF	test	Adult		Y	YEXWT	T
GINUET	KRP-CPH	MWSUOTWSLR	test	Adult		Y	YEXWT	T
HTFNTZ	KRP-CPH	TSRUXXKBPK	test	Adult		Y	YEXWT	T
HTFNTZ	KRP-CPH	BCJIOWIHPX	test	Infant		Y	YEXWT	T
HTFNTZ	KRP-CPH	NOIQTLOYHQ	test	Child		Y	YEXWT	T
KZFUUI	KRP-CPH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

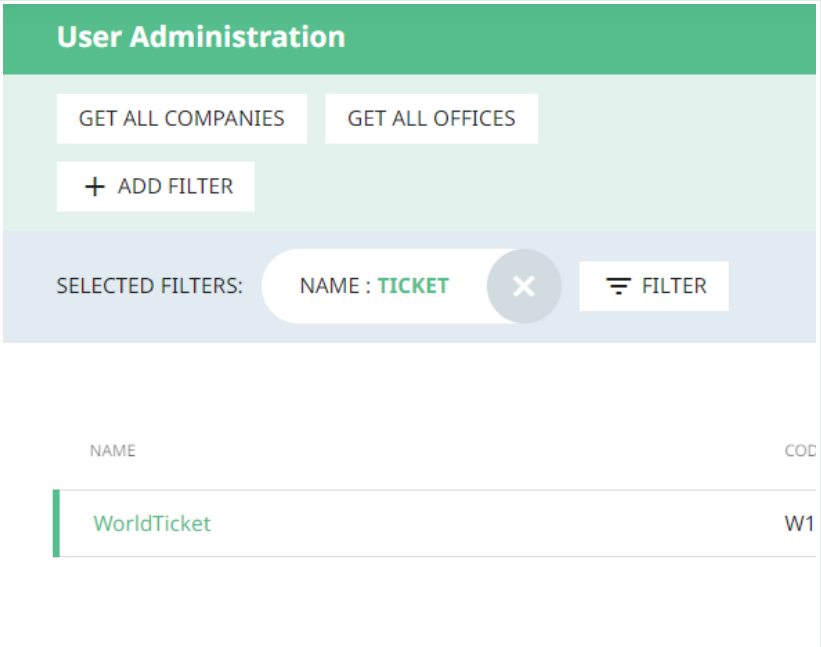
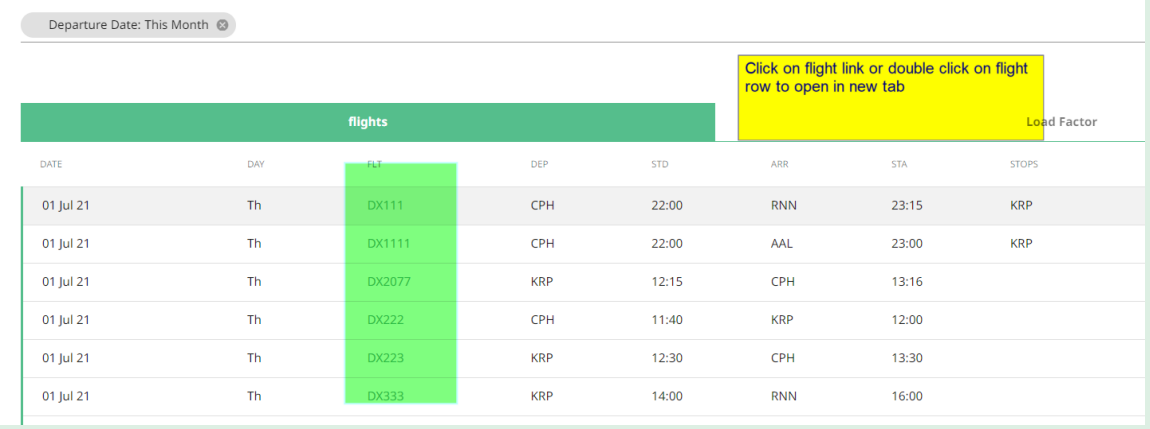
- User interface adjustment on flight search and open PNR link where icon has been replaced with text
- When typing a flight designator in lowercase it is transformed to uppercase so that users can search in lowercase without receiving an error

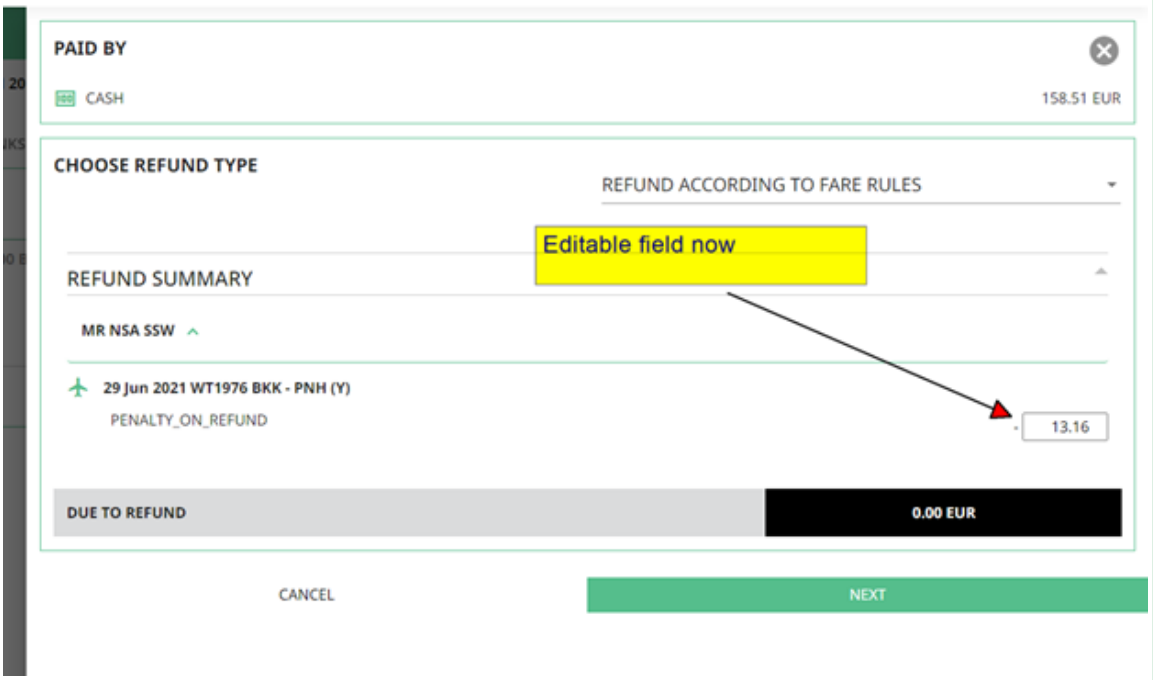
Change default search period	Default search criteria in the New Reservation section is now changed to "Exact". This default value applies to New Reservation, New Group Reservation, Bulk Reservation, Involuntary Rerouting / Flight Search

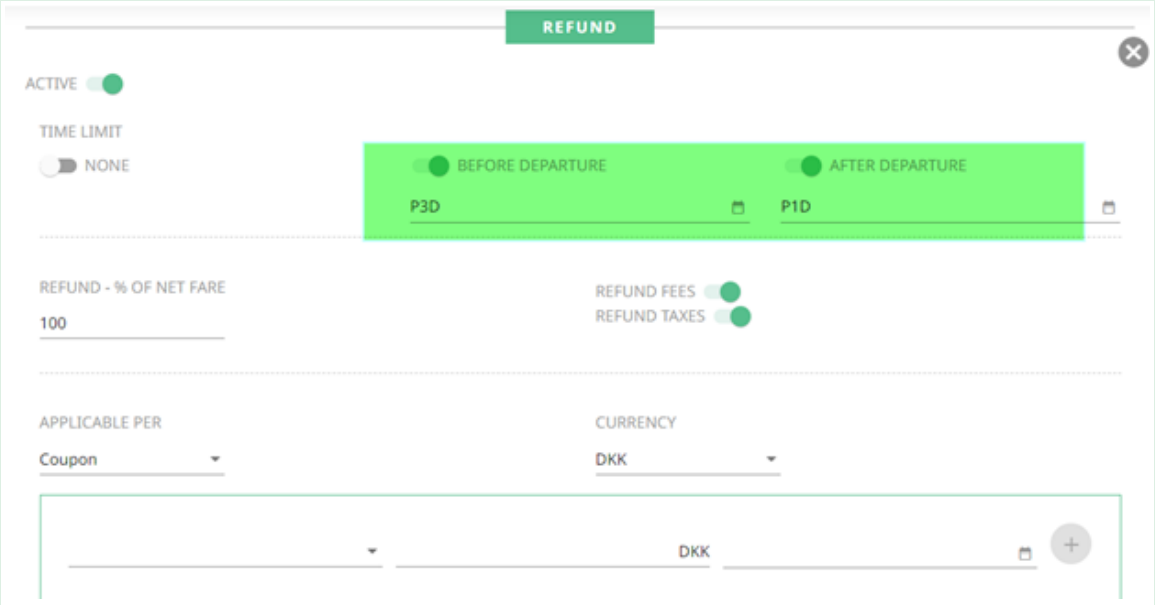


If you want to keep the previous (+/- 3 days) as the default search value, please request your Account Manager to arrange this setting for you.

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

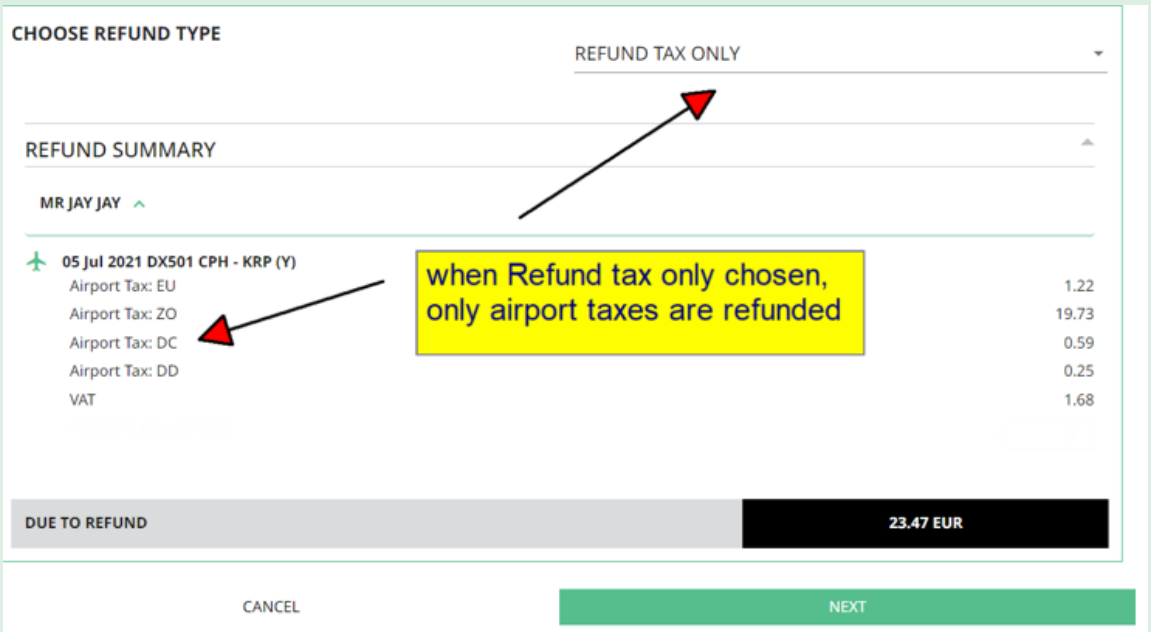
Refund / Penalty improvements	Several improvements and new features are introduced around refund penalties to provide more flexibility on the refund processes: - Possibility to edit the penalty amount directly from the refund sidebar - Possibility to add a refund penalty even if there is no penalty calculated by the fare rule calculation - Functionality is available under permission PRC_FARE_BASIS_NO_PENALTIES  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

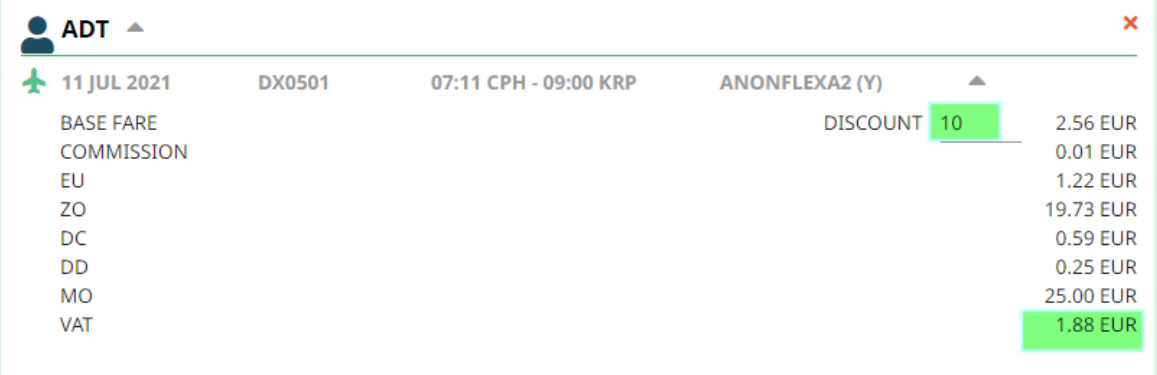
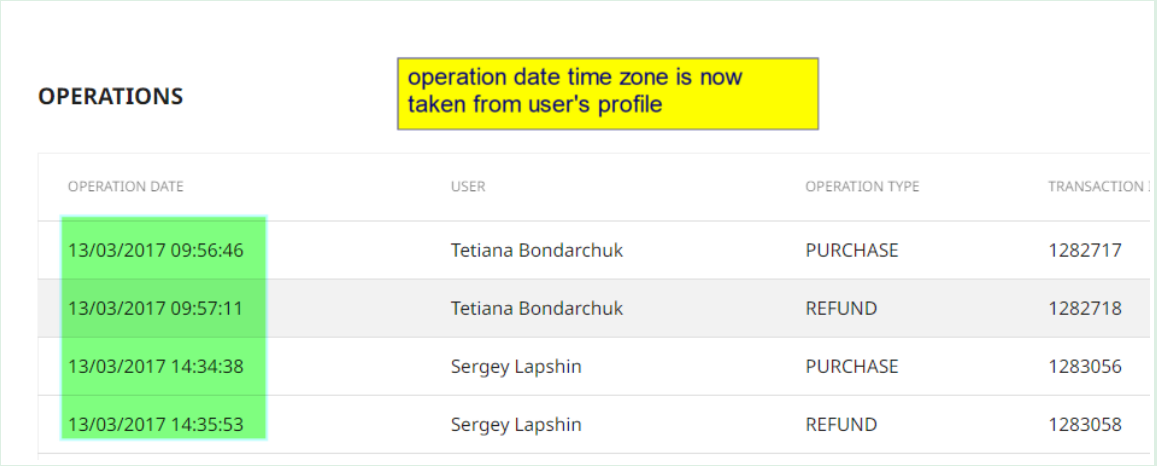


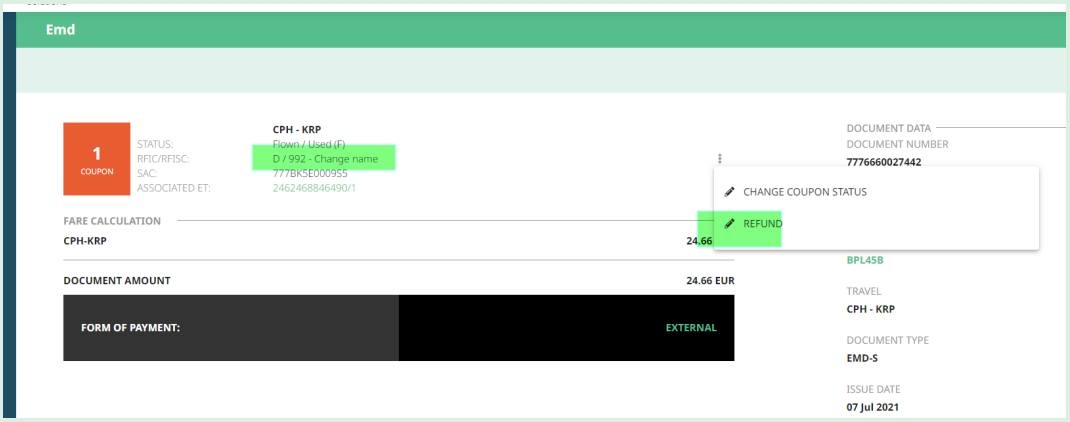
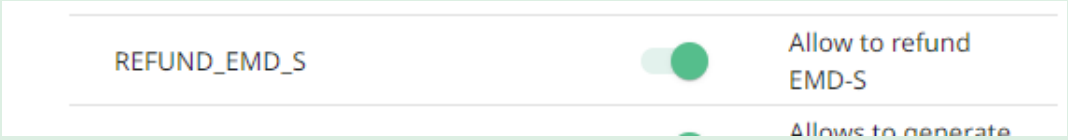
Refund of "Y" coupons

- 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)



VAT applied after discount	Change in calculation method - now VAT amount will be calculated after the deduction of a discount . 
Debit-Credit Account	Operation date / time rely on the user's profile timezone during debit-credit adjustment operations (date / time is not adjusted when the user is in a different time zone than the system). 
Configure SSRs in Ticket / Receipt	New configuration allows the user to exclude specific SSRs from being printed in PDF documents (eg. FOID or OTHS, CHLD or INFT). Contact your account manager and advise which SSRs on your tickets should be hidden in PDF documents.

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.
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.

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.