GROUND
FARES
MANUAL

REVISION :   1.1
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Introduction

The idea behind the ground fares database is to allow the user as much flexibility as possible. The user is allowed to define the product he/she wishes to administer and the system will allow quotation and booking of the product. The product, as it stands, currently only allows creation of itinerary with pricing details and may require further entry in the main administration system to fill in service specific details.

Although the services are configurable there are currently four types that are system defined, and may not be altered, these are:

H	Hotels	T	Tours *
C	Car Hire	V	van hire
I	Insurance	G	(Ground fares Product).
F	Flights (Covered by current fare's database).		

*There are a further two types that are reserved for future use, these being T and V. The reason these services are system defined is they are handled by Chameleon within its current structure. *

All services booked outside the above will be administered via general lines. These general lines will have a 'potted' description for the service booked. This description is only used for internal purposes. For client documentation the full description of the service can be used. As the services are currently booked on general lines, it is not currently possible to do any analysis on the service booked, but this will be included at a later date.

What is a day?

As the length of stay can depend on the service booked, the system supports three types of a 'day'.

Day : This is from 0000 to 2359 (ie a full day). So from the 01Jan94 to 02Jan94 is TWO days.

Night : This is an overnight stay. So from 01Jan94 to 02Jan94 is ONE night.

24 hr Period : This is described as a DAY but works in a 24-hr way. So from 01Jan94 to 02Jan94 is ONE day.
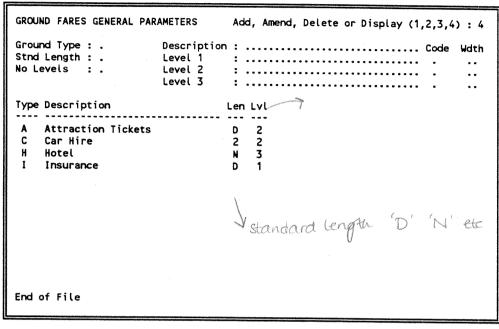
Ground Fares Components

The ground fares product system contains the following modules:

1   Ground Fares General Parameters
2   Location Selection File Maintenance (changed) 2. Ground Hold Service Parameters
3   Code Selection File Maintenance
4   Ground Codes File Maintenance
5   Information File Maintenance
6   Ground Fares Add
7   Ground Fares Amend
8   Ground Fares Purge
9   Ground Fares Print
10 Reservations.

In addition Vouchers, Invoicing, Quotations and Itinerary print have been altered. The changes to Invoicing and Quotations is transparent to the user, but the amendments to vouchering and itineraries will require some modification of templates by the user.

Ground Fares General Parameters

This function allows the user to define the parts of a given product. As an illustration we shall talk about administering Attraction Tickets.

```
GROUND FARES GENERAL PARAMETERS      Add, Amend, Delete or Display (1,2,3,4) : 4      OK.

Ground Type : .          Description : ............................... Code  Wdth
Stnd Length : .          Level 1     : ...............................  .     ..
No Levels   : .          Level 2     : ...............................  .     ..
                         Level 3     : ...............................  .     ..

Type Description                    Len Lvl
---- ------------------------------ --- ---
 A   Attraction Tickets              D   2
 C   Car Hire                        2   2
 H   Hotel                           N   3
 I   Insurance                       D   1


                                          standard length 'D' 'N' etc


End of File
```

The system will then prompt for the following :

Ground Fare Type   Any character apart from the reserved ones mentioned above. For our example 'A'

Description   This is a description of the product type. This will be used on client documentation so needs to be informative. For our example 'Attraction Tickets'.

Stnd Length   This is the period length for a 'day'. It can be a 'D'ay, a 'N'ight or a '2'4 hour period. For attractions we will specify a 'D'ay.

No Levels   This defines the way you wish to sell the product. This can simply be 1 and then every service will have it's own code and the consultant just needs to select the right one !! It is suggested that this is broken down as much as possible.

System EG. Level 1 Routing / Level 2 Sailing / Level 3 Accom

We shall use 2 levels for Tickets, these being the attraction name and type of ticket. So for example level 1 would be 'Walt Disney World' and level 2 would be '1 day pass'.
For upto the number of levels defined the system will now ask for :

Description   This is the prompt that will be given to the consultant when required to sell the product.

Code Y/N   This determines whether, when a fares is shown to the consultant in Reservations, the level code is expanded to the description or not.

Width   This field determines the width of the field shown in the fares display. As a normal screen is only 80 characters in width a certain amount of trial and error will be needed to get the display to it's optimum.

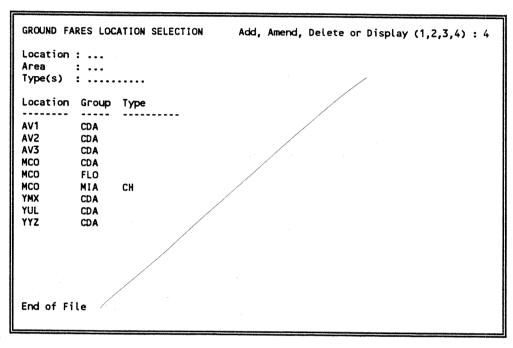*Enables you Define a Group code.*
Group   City
Area   Location.

Location Selection File Maintenance   — *Changed.*

This file maintenance allows the user to define groups of locations. This is similar in nature to airport grouping in the fares system.

An example of the use of the file is for example in Car Hire. Say we have a rate for Florida for a given car. We will enter the fare against a code of say 'FLO'. Then map all the pickup points the car can use in this file. Therefore the consultant does not need to know the exact entry to find the fare. He/she will enter the actual itinerary required and the system will get the fare.

```
GROUND FARES LOCATION SELECTION     Add, Amend, Delete or Display (1,2,3,4) : 4

Location : ...
Area     : ...
Type(s)  : ..........

Location  Group  Type
--------  -----  ----------
AV1       CDA
AV2       CDA
AV3       CDA
MCO       CDA
MCO       FLO
MCO       MIA    CH
YMX       CDA
YUL       CDA
YYZ       CDA




End of File
```

The system will then prompt for the following :

Location   This must be a valid code from either the Airport or City codes file. This is the code that the consultant will enter when looking for fares so will tend to be a mainstream IATA coding.

If the user enters ?? a list of available airports will be shown. If ? is enters a list of available cities is shown.

Area   This again must be either from Airport or City codes file. This is the actual code that will be held against the fare. This may be a standard coding or generic coding created for fares purposes.

Type(s)   This allows the user to determine which ground fare types this location mapping will work for. If left blank all types will use it.

For example, if we wanted the mapping of MCO/FLO to work only for Car hire, we would enter C. All other product types would ignore the mapping.

Code Selection File Maintenance

This file maintenance allows the user to group together codes. The main purpose of this is, like location selection, to provide links between what the consultant will try and the actual product.

In our attraction tickets example an attraction may have a number of different ticket types. It therefore possible to map on generic type say ('PASS') to all the individual codings ie (4DAY, 5DAY etc). The consultant would then only need to enter 'PASS' in reservations and the system would automatically determine the tickets to show for the given attraction.

```
GROUND FARES CODE SELECTION FM      Add, Amend, Delete or Display (1,2,3,4) : 4

Type    : .                            Code      : ......
Line No : .                            See Also  : ......

Type  Line No  Code    Other
----  -------  ------  ------
C     2        A       ECMN       } save Car type
C     2        B       CCMN
H     3        DBL     DB1
H     3        DBL     DB2
H     3        DBL     DB3










End of File
```

L1)
L2 (Grouping
L3) Relations
at C.f Levels

The system will then prompt for the following :

Type	This is the product code type (see general parameters) in our example 'A' for Attraction tickets.
Line No	This is the level we wish to provide the mapping at. In our example we want to map at Level 2 (the type of ticket).
Code	This is the code the consultant will enter. In our example ('PASS').
See Also	This is an alternative to try. In our example ('4DAY'). There is no limit to the number of mappings the user can have on a level. The only thing to remember is that the more mappings the longer the fares search will take !!

Other possible examples :

Hotels	Level 3 (Room Code) mapping DBL to DB1, DBL to DB2 to pickup rooms with facilities without knowing the codes.
Car Hire	Level 2 (Car Type) mapping Group A to ECMN, Group B to CCMN so the user will get the same car type regardless of the car hire companies method of assignment.

Ground Fares Service FM

This file maintenance provides the ability to validate the codes entered in the Ground Fares system. The exceptions to this are :

Area	Code Field	Validated Against
Hotels	Code 1 (Hotel Name)	Hotels File
	Code 2 (Room Code)	Codes File (Rooms)
	Code 3 (Meal Plan)	Codes File (Meal Plans)
Car Hire	Code 1 (Car Company)	Codes File (Car Company)
	Code 2 (Vehicle Type)	Vehicle File
Insurance	Code 1 (Policy type)	Codes File (Insurance)

Apart from the above all codes in the system must be specified here otherwise the system will object.

```
GROUND FARES SERVICE FM           Add, Amend, Delete or Display (1,2,3,4) : 4

Type     : .          Attraction Tickets
Line No  : 2          Details
Code     : 4DAY       Description : Four Day Inclusive Pass

Type  Line No  Code    Description
----  -------  ------  ------------------------------
A     1        SEA     Seaworld of Florida
A     1        WDW     Walt Disney World
A     2        4DAY    Four Day Inclusive Pass
A     2        DAY     One Day Pass
B     1        BIKE    Bicycle
B     1        COACH   Coach
B     1        RAIL    Rail
B     2        TC136   Twin Cultures
B     2        TC257   Bicycle Excursion
B     2        TC601   Summit Tour
B     3        DC      Don't Care
B     3        SGL     Single
B     3        TWN     Twin


More (Y/N) :
```

The data expected by the field are :

Type
This is the product type (see General Parameters). In our example this would be 'A' for Attraction Tickets

Line No
This is the level this code will be applied at. Note : It is possible to specify the same code against different levels or different product types if required. In our example we will set up an attraction code first.

Code
This is the code for the product at this level. In our example 'WDW' will be the code for Walt Disney World.

Description
This is the description of the code. This is used in user documentation so needs to be specific enough to describe the product. In our example 'Walt Disney World'

GROUND FARES MANUAL

Ground Fares Information FM

This module allows the user to enter free format text against a given product. As well as entering product specific text, generic text can also be entered. This text is presented to the consultant during the selling process.

For example : Car Hire Offers shown below is generic to ALL car hire.

```
GROUND FARES INFORMATION FM          Add, Amend, Delete or Display (1,2,3,4) : 4

Type      : .            Code 1 : ......      Code 3    : ......
Location  : ...          Code 2 : ......      Indicator : .

Notes     : ..............................

Type  Loc  Code 1  Code 2  Code 3  Ind  Notes
----  ---  ------  ------  ------  ---  ------------------------------
 C                                  S   Car Hire Offers
 C    AVI                           C   Avis General Conditions
 C    MCO                           S   Special Offers in Orlando
 C    MCO  AVI                      C   Booking Conditions - Orlando
 H                                  S   Special Offers
 H    MCO                           M   Map of Orlando Hotel
 H    YYZ  BW      YYZBWP  SGL      F   Facilities




End of File
```

Product Manager: Information up at any level.

The system will then prompt for the following :

Type This is the product type (See General Parameters). In our example this would be 'A' for Attraction Tickets.

Location This location has to be a valid airport or city code. It may be left blank if the text is not location specific. You would leave this blank as in the example above where we have Avis General Conditions. This applies to all rentals regardless of pickup.

Code 1..3 These codes are validated against the codes entered in the Ground Fares Services file or relevant file (See Ground Fares Service File Maintenance). The codes again may be left blank if not relevant for the text entered.

Indicator The indicator is user defined. It is used to make the entry unique, so it can be any character. It is suggested that a standard be set ('C' for Conditions, 'S' for Special Offers etc) so that it is easy to locate text for amendment or removal. A special type $ exists, this type will automatically load into the itinerary remarks on a booking when the booking is completed.

Notes This is a short indication of what the text is about. This is used in the reservations phase and is presented to the consultant to select which text to read. Obviously important text should be highlighted here so it's read !!

Having entered the previous entries the system will now take the user into a copy of the word processor (like Flight Fare Conditions). This will then allow a page of text to be entered. Once the text is correct the user must hit F1 to exit and will be prompted OK to Process.
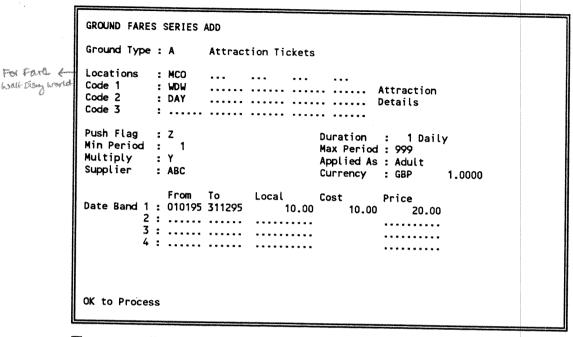
The definition of the keys in this document is the same as the standard word processor so insert/overtype etc will all work.

Ground Fares Add

This function allows the user to add fares to the ground fares database. Like the Flight fares database it allows the user to enter many fares at once.

```
GROUND FARES SERIES ADD

Ground Type : A        Attraction Tickets

Locations   : MCO    ...     ...     ...     ...
Code 1      : WDW    .......  .......  .......  .......  Attraction
Code 2      : DAY    .......  .......  .......  .......  Details
Code 3      : ......  .......  .......  .......  .......

Push Flag   : Z                    Duration   :   1 Daily
Min Period  :   1                  Max Period : 999
Multiply    : Y                    Applied As : Adult
Supplier    : ABC                  Currency   : GBP      1.0000

               From   To     Local    Cost     Price
Date Band 1 : 010195 311295    10.00    10.00     20.00
          2 : ......  ......  ..........          ..........
          3 : ......  ......  ..........          ..........
          4 : ......  ......  ..........          ..........


OK to Process
```

For Fare ←
Walt Disney world

The system will then prompt for the following :

Ground Type   This is the product code (See General Parameters).

Locations   These are the actual locations for the fare. The system will allow entry of 5 locations where the pricing is identical.

Code 1 .. 3   These are the codes specified either in the Ground Fares Service File or relevant Codes file (See Ground Fares Service File Maintenance). Again the system will allow entry of 5 codes at each level.

Push Flag   The system requires a single character for sequencing the fares output. The normal fares display comes with the lowest price first, if within each push sequence. The *this* means that if a fare has a push code A it will appear on the list before a fare with push code B etc.

Duration &
Indicator   This is taken in as two fields. The first is a number, the second is
(3 character line) a character. This character can be
                    D   Daily
                    N   Nightly
                    W   Weekly
                    M   Monthly
                    Y   Yearly.
               The number refers to the indicator. So a daily rate would be '1 D', a weekly rate would be '1 W', a three monthly rate would be '3 M' and so on.

Minimum Period This is the number of days that the duration must be at least. So if one has a daily rate that only applies as a supplement to a weekly rate the user would enter 7. If a duration of 4 say was entered the system would then ignore this fare.

Maximum Period   This is the number of days that the duration must equal to or less than. This can be applied with the minimum period to give a specific duration range. If for example a tour is 3 days long, the minimum and maximum period would be set to 3. This would then stop this fare being sold if the duration is incorrect.

Multiply   This specifies whether this fare can be used as a multiplication of itself. ie for a 1 day rate can it be used as a 3 day rate (1 x 3). If this is set to N then it can only be used up to it's duration (as long as it passes the min/max periods).

Applied As   This defines how the fare is applied. It can be :
      A   Adult
      C   Child
      I   Infant
      N   Normal
Normal implies per service. ie for car hire you hire a certain number of cars (regardless of how many people are travelling !!).

Supplier   This is a standard supplier reference. On entering the reference, the currency code for the supplier is shown along with the current exchange rate. This is the exchange rate that the fare will be applied at. (This can be changed later if required).

Date Range   There are upto 4 date ranges. This specifies how the fare is applied throughout the term of the contract. The system will automatically prompt with the next date where it can. To enter less than four date ranges simply enter spaces in the from date field.

Local   This is the cost to provide the service in the supplier currency. The system will calculate the cost in system currency and display it on the screen.

Price   This is where the selling price is entered. The system will check the amount entered and warn if it is less than the cost.

On processing the entries the system will create all the fares required. As the fares are being created a display is shown and a total number is shown on completion.

Ground Fares Amend

This facility allows the user to change any part of the ground fares record. It works in the same way as Flight fares, in so much as, there are two phases. The first phase the user determines the records to alter, the second phase tells the system how to alter the chosen records.

Ground fare type?

```
GROUND FARES SERIES AMEND            Verify  : Y      Service  : H
                                                      Hotel
Location : MCO      Room Code: ......  Arrives  : ......  Rate   : .
Hotel    : ...      Meal Plan: ...     Departs  : ......

Hotel Name                 Room Meal Plan  Validity        Price      Ap Duratn *
-------------------------- ---- ---------  --------------- ---------- -- ------ -
ECONOLODGE / KEY WEST      DBL  Room Only  01Jan95-31Dec95    100.00  Nm  1 Dy N
SHERATON DOLPHIN WALT DIS  DBL  Half Board 01Jan95-31Dec95    150.00  Nm  1 Dy N
```

The system will then prompt for the following :

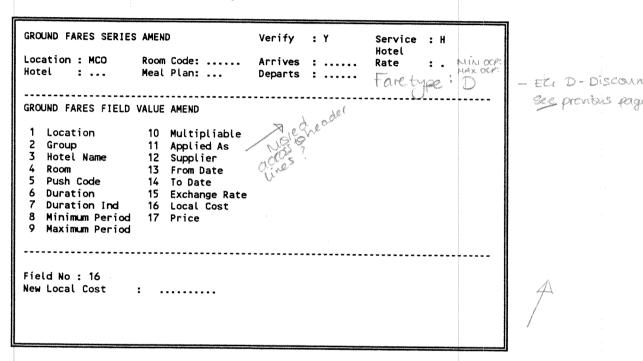|	
Verify	This specifies whether the user is to select the fares to be amended or whether all the fares meeting the given criteria are to be amended. It is usually safer to switch verify on, unless a system wide change is about to be applied. There is a limit of 300 fares at a time in verify mode.
Ground Fare Type *Service*	This is the product type (See General Parameters). Once this has been entered the system will then prompt the user for up to 7 fields. The number of fields and prompts will be determined by the General Parameter settings. There are a number of common fields and these are specified below.
Location	The location is a standard airport or city code. This may be left blank if required.
Codes 1 .. 3	The description of these fields will come from General Parameters, the validation will be as specified in Ground Service Codes File Maintenance. All these fields again may be left blank.
Start & End Date *Arrives + Departs*	This date range is used to filter out fares that are not required. Either or both may be left blank. The only stipulation is that the to date is after the from date.
Rate	This allows the user to select only certain types of fare ie daily, weekly etc.

Exercise to more back to see end

Fare type   'D' - Discount ?

MIN OCP
MAX OCP

Once the above selection criteria has been entered the system will do a search for fares. If the user is in verify mode the system will prompt the user to select the fares to amend (as above). If verify mode is off then the system will move to phase two - the amendment phase.

In verify mode the user selects the fares to use by entering Y. The ones to ignore are marked N. On reaching the end of the list (or pressing F1), if there are some fares marked the system will move to the next phase.

Once in the amendment phase the system will display a screen like the following one. Note : fields 2, 3 and 4 are user defined and the descriptions come from the General Parameters.

```
GROUND FARES SERIES AMEND            Verify  : Y        Service  : H
                                                        Hotel
Location : MCO      Room Code: ......  Arrives  : ......  Rate    : .    MIN OCP!
Hotel    : ...      Meal Plan: ...     Departs  : ......              MAX OCP!
                                                        Fare type : D
-------------------------------------------------------------------------------
GROUND FARES FIELD VALUE AMEND

  1  Location        10  Multipliable
  2  Group           11  Applied As
  3  Hotel Name      12  Supplier
  4  Room            13  From Date
  5  Push Code       14  To Date
  6  Duration        15  Exchange Rate
  7  Duration Ind    16  Local Cost
  8  Minimum Period  17  Price
  9  Maximum Period


-------------------------------------------------------------------------------

Field No : 16
New Local Cost    :   .........
```

Once the above screen is shown the user may then amend any number of fields for the fares selected. Firstly enter the field number required. (Note : There may be blank fields in items 3 and 4, denoted by a row of '-' characters, this is due to the way the product has been defined).

On entry of the field number the system will prompt for a new value. The value entered must be a valid entry for the field specified. Note : As the fields are taken in isolation it is not possible to validate cross field. It is therefore possible to enter From/To date and Min/Max ranges that are invalid.

For the three numeric fields (15, 16 and 17), in addition to the new value an indicator is prompted for. This functionality is identical to the flight fares series amend. The indicator values are :

N	New Value
V	Amend by a Value.
P	Amend by a Percentage

If an amount is specified in the second field and the indicator is set to N the fare is amended to be this new value. If the indicator is set to V then the fare is AMENDED BY this value. The value can be both positive or negative allowing the user to increase or decrease a value.

In addition to the actual field changing two field amendments will cause additional updates.

1.	Exchange Rate	If this is altered the Price will be altered to reflect this new exchange rate (both up or down).
2.	Cost	If this is altered again the price will be altered.

Ground Fares Purge

This function allows the user to remove fares that are no longer valid. The selection mechanism is like the amend function, again there is the ability to choose whether to verify the purge or not.

```
GROUND FARES SERIES PURGE          Verify  : Y      Service : C
                                                     Car Hire
Location : ...      Car Type : ......   Start   : ......   Rate    : .
Company  : ...                          End     : ......

Car Co     Car Type                     Validity         Price    Ap Duratn *
--------   ----------------------       ----------------  --------  -- ------ -
AVIS       Compact 2 Door               01Jan95-01Jan95     30.00 Nm  1 Dy Y
AVIS       Compact 2 Door               01Jan95-01Jan95     90.00 Nm  4 Dy Y
AVIS       Compact 2 Door               01Jan95-01Jan95    120.00 Nm  1 Wk Y




OK to Purge Fares
```

The system will then prompt for the following :

Verify — This specifies whether the user is to select the fares to be purged or whether all the fares meeting the given criteria are to be purged. It is usually safer to switch verify on, although there is a limit of 300 fares at a time in verify mode.

Service — This is the product type (See General Parameters). Once this has been entered the system will then prompt the user for up to 7 fields. The number of fields and prompts will be determined by the General Parameter settings. There are a number of common fields and these are specified below.

Location — The location is a standard airport or city code. This may be left blank if required.

Codes 1 .. 3 — The description of these fields will come from General Parameters, the validation will be as specified in Ground Service Codes File Maintenance. All these fields again may be left blank.

Rate — This allows the user to select only certain types of fare ie daily, weekly etc.

Start & End Date — This date range is used to filter out fares that are not required. Either or both may be left blank. The only stipulation is that the to date is after the from date.

Having chosen the fares to purge the system will prompt OK to Purge and given OK, the system will remove the given fares.

Ground Fare Print

This function allows the user to print out the fares in the database. The output format of the report is user definable via the word processor.

```
GROUND FARES PRINT

Service   : C         Template : GRN-FARE  Template - Ground Fares Template -
            Car Hire
Location  : ...       Car Type : ......    Start    : ......    Rate    : .
Company   : ...                            End      : ......    Quote   : .




OK to Print
```

The system will then prompt for the following :

Service	This is the product type (See General Parameters). Once this has been entered the system will then prompt the user for up to 7 fields. The number of fields and prompts will be determined by the General Parameter settings. There are a number of common fields and these are specified below.
Template	This document is a word processor file that contains the format of the print. The mnemonics that are allowed are shown below. The format is repeated for each fare found.
Location	The location is a standard airport or city code. This may be left blank if required.
Codes 1 .. 3	The description of these fields will come from General Parameters, the validation will be as specified in Ground Service Codes File Maintenance. All these fields again may be left blank.
Start & End Date	This date range is used to filter out fares that are not required. Either or both may be left blank. The only stipulation is that the to date is after the from date.
Rate	This allows the user to select only certain types of fare ie daily, weekly etc.
Quote	This is a standard quote type from the Flight Fares General Parameters. This is used to lift the fares to the values as shown in the reservations window.

The system will prompt for OK to Print, at this stage it will then print the report.

The available mnemonics for the print report are :

Code	Description	Len	Code	Description	Len
&TY	Fare Type Code	3	&TYPE	Fare Type Code Description	30
&SUPP	Supplier Code	6	&SUDS	Supplier Code Description	25
&LOC	Location Code	4	&LODS	Location Code Description	30
&COD1	Code 1	6	&CDS1	Code 1 Description	30
&COD2	Code 2	6	&CDS2	Code 2 Description	30
&COD3	Code 3	6	&CDS3	Code 3 Description	30
&PS	Push Code	3	&MP	Minimum Period	3
&DURA	Duration	5	&DURI	Duration Indicator	10
&MU	Multiplyable	3	&LCST	Local Cost	10
&COST	Cost	10	&PRCE	Price	10
&DATE	Todays Date	7	&CUCD	Currency Code	5
&TIME	Time	5	&CNVL	Currency Value for Fare	9
&HDST	Header Start	5	&CRRD	Currency Description	20
&HDEN	Header End	5	&PAGE	Page Number	5
&MDST	Middle Start	5	&CONM	Company Name	30
&MDEN	Middle End	5	&FRED	From Date	7
&TLST	Tail Start	5	&TOED	To Date	7
&TLEN	Tail End	5	&ADDR	Company Address	80

The header start & end are used for defining the header on each page. The tail start & end are used for the page trailer. Both of these may be extended over a number of lines if required. The page number will automatically be updated for each page printed.

The Middle start & end defines the text to be repeated for each fare. This again can be split over many lines, if required. For readability it is normal to just have one line per fare. Text can be imbedded within these fare lines.

The Middle start & end must be on their own lines - for example

```
&MDST
Fare is :        &COD1   &COD2   &COD3 .......
&MDEN
```

Reservations

This is the main module within the ground product database. This allows the user to do fares searches on all the data that has been added within the ground product and flight product. The fares can be held in an itinerary and finally used to create a booking.

The various stages in using Reservations are :

> Preparation
> Doing a fares search
> > Ground Product
> > Flights
> Itinerary Display & Quote
> Resetting the held Itinerary
> Complete a Booking.

Stage 1 - Preparation.

```
RESERVATIONS        Clt Type : Agent     Ref/Name : LUNN
                    Option   : .          Service  : .

Ref.   Agents Name               Address
------ ------------------------- -------------------------
11363  LUNN POLY LTD.            10 RICHMOND HILL
11382  LUNN POLY LTD.            26 PRINCESS WAY
1140X  LUNN POLY LTD.            64 ST GEORGES STREET
1214X  LUNN POLY LTD.            21 LITTLE WALK
12169  LUNN POLY LTD.            36 HIGH STREET
13570  LUNN POLY LTD.            197 STATION STREET
13585  LUNN POLY LTD.            17 MARKET PLACE
14253  LUNN POLY LTD.            32 UNION STREET
14588  LUNN POLY LTD.            10 THE GALLERY
14821  LUNN POLY LTD.            1-2 ST MICHEALS MANSIONS
1648X  LUNN POLY LTD.            2 PENN ROAD
17321  LUNN POLY LTD.            61 KING STREET
18019  LUNN POLY LTD.            43 SMITHFORD WAY
18042  LUNN POLY LTD.            44 REGENT STREET
18057  LUNN POLY LTD.            YORK HOUSE
18061  LUNN POLY LTD.            23 MARKET PLACE
18076  LUNN POLY LTD.            13 MARKET PLACE

More (Y/N) :
```

Having entered the reservations screen the first thing the system will ask for is the client type and even the actual clients details. This is to determine a commission structure for agents. The system will prompt for :

Clt Type   This is the client type, either A for Agent or C for Client.

Ref / Name   This can be one of three things. It can be the actual reference of the agent/client if known, the name of the client/agent or left blank.
The system will only accept blank, and hence new, clients. The agent must exist on the system before a booking can be taken.
If the reference is not known, enter as much of the name as possible and the system will show, as above, a similar names display. The user can then enter the given reference.

Option	This is the main function required. The available selections are :	
	F	Fares Search
	I	Quotation Display of fares held so far.
	R	Reset list of fares held so far.
	C	Complete the booking.

Service   This may be one of the service codes added in the Ground Fares general parameters. In addition F, H, I and C are supported for Flights, Hotels, Insurance and Car Hire.

Stage 2 - Doing a Fare Search

The entries next depend on the type of service code chosen. Broadly speaking this are broken into two areas - Flight fares and Ground Fares (although as mentioned above, the ground fares has user defined parts and therefore is largely indeterminate at this stage).

Ground Product Search

```
┌─────────────────────────────────────────────────────────────────────────┐
│ RESERVATIONS         Clt Type : Agent    Ref/Name : (11363) LUNN POLY LTD. │
│                      Option   : Fares    Service  : A  Attraction Tickets  │
│ Location : MCO       Details  : ......    Start    : 010195   Rate    : .   │
│ Attracti : ......                         End      : 030195   Quote   : .   │
│                                                                            │
│ Attraction          Details                Validity       Price    Duratn Ap │
│ ------------------  ---------------------  --------------- ---------- ------ -- │
│ >Walt Disney World  Pass                   01Jan95-31Dec95     15.00   1 Dy If │
│  Walt Disney World  Pass                   01Jan95-31Dec95     20.00   1 Dy Ch │
│  Walt Disney World  Pass                   01Jan95-31Dec95     30.00   1 Dy Ad │
│  Walt Disney World  Pass                   01Jan95-31Dec95     40.00   4 Dy If │
│  Walt Disney World  Pass                   01Jan95-31Dec95     50.00   4 Dy Ch │
│  Walt Disney World  Pass                   01Jan95-31Dec95     60.00   4 Dy Ad │
│                                                                            │
│                                                                            │
│ Up and Down, Hold and Quote, Information, Supplier, Price Breakdown, Quit : │
└─────────────────────────────────────────────────────────────────────────┘
```

In this example we again are searching for Attraction tickets. For all ground products the system will prompt for Location, Start & End, Rate and Quote. The other fields are determined by the General Parameters.

Location   This is a valid city code from the codes file. The entry of a ? will bring up a list of available city codes, ?? for airport codes. This field is mandatory.

Code 1 .. 3   These fields will be labelled as in General Parameters, we have Attraction and Details, (Note : In our example we only have two levels, so only two fields are prompted for). Also the amount of space available for the field prompts is limited (Our example has Attraction concatenated to Attracti ... The user needs to be aware of this when defining the field names).

Start & End   These are the start and end dates of the service. They may be left blank but obviously this will return far more fares that necessary. Note : Although the search at this stage may be given dates, when the service is reserved there is a chance to reenter the dates.

Rate   This is either Daily, Weekly, Monthly etc. Again to shorten the display

Quote   This field allows the user to set up various different selling levels. The functionality is the same as the fares system. Therefore one can specify a fare for agents, business house, clients, specials etc. If left blank, the fare shown will be that on the fares record, otherwise it will be 'lifted' by either the amount or percentage as specified in FLIGHT Fares General Parameters.

The resultant fare display can be seen. The general parameter settings of the width of each field can also now been seen. Note : There is only a fixed amount of space for the (upto) three display columns. Therefore the user will need to amend the widths until they fit correctly.

The reason there are multiple fares shown is that the system knows that all these fares are valid. Both the 1 day and 4 day passes can be bought for the stay required. ie 1 x 4 day pass, 4 x 1 day pass (although it would be very expensive to choose the latter). Also both fares are repeated 3 times .. Adult, Child and Infant fares. These fares will be filtered when a fare quote is done and the specific duration and party breakdown are specified.

```
 RESERVATIONS        Clt Type : Agent    Ref/Name : (11363) LUNN POLY LTD.
                     Option   : Fares    Service  : A  Attraction Tickets
 Location : MCO      Details  : ......   Start    : 010195   Rate    : .
 Attracti : ......                       End      : 030195   Quote   : .
                     +-SUPPLIER DETAILS--------------------+
 Attraction          Reference: ABC                         Price   Duratn Ap
 ----------------    Name     : ABC PROMOTIONAL SERVICES,   --------  ------ --
 >Walt Disney World  Address  : 200 MILTON PARK,             15.00    1 Dy If
  Walt Disney World             ABINGDON,                    20.00    1 Dy Ch
  Walt Disney World             OXON,                        30.00    1 Dy Ad
  Walt Disney World                                          40.00    4 Dy If
  Walt Disney World  Postcode : OX14 4TB                     50.00    4 Dy Ch
  Walt Disney World  Phone    : 0235 863737                  60.00    4 Dy Ad
                     Fax      : 0235 861000
                     Telex    : 837710
                     Contact  :
                     Currency :

                     +-------------------------------------+



 Up and Down, Hold and Quote, Information, Supplier, Price Breakdown, Quit : s
```

As with the flight fares search currently the system prompts the user at the bottom of the screen to selection certain options. The options are :

Up & Down   The user may move the arrow keys and the fare selected will change. The selected fare is the one marked with a '>' on the left before the fare. If there is more than one page of fares the system will move down the list when the down key is pressed at the bottom of the screen.

Supplier (S)   This function shows the user the suppliers details (as shown above), to exit the user must enter F4 and will be again prompted with the options list.

Information (I)   This function allows the user to see the various texts produced in the information file maintenance. On entry of an 'I' the system will look for all texts that are relevant. This will include generic texts that have blanks against some of the codes. The system will present a window with the description of each of these texts. The user may then use the arrow keys to select the text to see and enter to actually view it. Again F4 must be pressed to exit the text.

Price Breakdown   This display shows the user all the fares that are valid for the data entered. In addition to showing the price the system will show the costing. See example below.

```
RESERVATIONS        Clt Type : Agent    Ref/Name : (11363) LUNN POLY LTD.
                    Option   : Fares    Service  : A  Attraction Tickets
Location : MCO      Details  : ......   Start    : 010195   Rate    : .
Attracti : ......                       End      : 030195   Quote   : .
+-COST & PRICE BREAKDOWN-----------------------------------------------------+

        Attraction : (WDW) Walt Disney World
        Details    : (DAY) One Day Pass


   Dur Indict. Min Max Mult Typ Cur Ex Rate    Local      Cost       Price
   --- ------- --- --- ---- --- --- -- ----    ------     -----      -----
     1 Daily     1 999 Yes  Adt GBP    1.0000   20.00      20.00      30.00
     1 Daily     1 999 Yes  Chd GBP    1.0000   15.00      15.00      20.00
     1 Daily     1 999 Yes  Inf GBP    1.0000   10.00      10.00      15.00
     4 Daily     1 999 Yes  Inf GBP    1.0000   30.00      30.00      40.00
     4 Daily     1 999 Yes  Chd GBP    1.0000   40.00      40.00      50.00
     4 Daily     1 999 Yes  Adt GBP    1.0000   50.00      50.00      60.00


+----------------------------------------------------------------------------+
 Up and Down, Hold and Quote, Information, Supplier, Price Breakdown, Quit : p
```

Hold and Quote   This is the main function within the fares process. This allows an actual pricing quote to be derived. In addition the user can hold the fare. This will be held so that the user can create a itinerary to give a full quote and possibly even go on and make a booking.

```
RESERVATIONS        Clt Type : Agent    Ref/Name : (11363) LUNN POLY LTD.
                    Option   : Fares    Service  : A  Attraction Tickets
Location : MCO      Details  : ......   Start    : 010195   Rate    : .
Attracti : ......                       End      : 030195   Quote   : .
+-PRICE CHECK & HOLD--------------------------------------------------------+

                                No  Typ Constructed  Price      Total
        Start Date  : 010195    --- --- -----------  -----      -----
        End Date    : 030195     2  Adt 1 x 4 Dy      60.00      120.00
        Duration    : 3 days     1  Chd 1 x 4 Dy      50.00       50.00
                                                                -----
        No Adults   : 2                               Total :   170.00
        No Children : 1
        No Infants  : ...

        No Required : 1

        Option      :



+----------------------------------------------------------------------------+
 Up and Down, Hold and Quote, Information, Supplier, Price Breakdown, Quit : H
```

Once on the hold page the user will prompted to reconfirm the dates (or enter a start date and duration), the passenger breakdown and the number of products required. Note : As the product can be per person, per product or per person per product all the fields are asked for. So the user should just enter over the fields if they are irrelevant (ie party breakdown for car hire).

The system will attempt now to calculate the cheapest available fare combination for the given fares. In the above example the system has determined that a 4 day pass is cheaper than 3 one day passes and has used this figure. Note : If the 4 day pass cannot be sold for anything other than 4 days then minimum and maximum stay must be set.

Option   This field requires P to price (default), H to Hold and Q to quit. The user may not enter H unless the combination has been priced. Quit will ignore the fare and return to the fares display. Any item that is held is marked in highlight on the fares display.

Flight Fare Search

This is all that is required to select a ground fare. The flight fares functionality is largely the same as the current flight fares display routine. The only exceptions are :

The codes are expected for from, to, via points, supplier and carrier codes. Although the system supports '?' to search for a specific one.

There is only one via point allowed when the current fares system allows 5.

The options at the bottom of the screen are different - Extended details and fare conditions are handled within the Information option.

The following is an example of the fares search.

```
RESERVATIONS            Clt Type : Agent      Ref/Name : (11363) LUNN POLY LTD.
                        Option   : Fares      Service  : F  Flight
From : LHR              Date     : 010195     Class    : .        Quote   : .
To   : MCO              Type     : R          Carrier  : ...
Via  : ...              Returns  : 140195     Supplier : ......

Fro To  Car Typ Adult Child Infnt C / Fare Via  Min Max Validity           Days
--- --- --- --- ----- ----- ----- -------- ---  --- --- ---------------    -------
>LHR MCO BA  R   200   100    40  Y          0            01Jan95-31Dec95  1234567
 LHR MCO BA  R   220   100    75  Y          0   007 365  01Jan95-31Dec95  1234567
 LHR MCO VS  R   220   120    60  Y          0            01Jan95-31Dec95  1234567
 LHR MCO VS  R   242   100    75  Y          0   007 365  01Jan95-31Dec95  1234567




Up and Down, Hold and Quote, Information Supplier, Price Breakdown, Quit :
```

The system will handle supplier, information and price breakdown in exactly the same way as for the ground product. The hold and quote is slightly different in that the output is by person type (Adult, Infant, Child). Also the taxes (if calculated) are shown. Note : If a fare is a return fare the system will hold 'two' lines of information for the fare and create two itinerary lines when the system creates a booking.

Stage 3 - Itinerary Display & Quote

Once the services required have been held, the user can now see a display of all the fares, the total for the quoted service and a booking total.

To see the current itinerary display the user enters **I** in the Option field.

```
RESERVATIONS        Clt Type : Agent    Ref/Name : (11363) LUNN POLY LTD.
                    Option   : Itin.    Service  : A  Attraction Tickets

ITINERARY SUMMARY DISPLAY
-----------------------------------------------------------------------------
Fli 01Jan95 LHR-MCO Direct Return British Airways (Y Class)        500.00
Att 01Jan95 Walt Disney World - One Day Pass (ORLANDO)             170.00
                                                                ----------
                                                Quote Total        670.00
                                                                ----------
```

The itinerary is displayed using the word processor. The user may therefore move up and down the page as required. When the user has finished with the display he/she should press F4 to return to the Option field.

The prices shown are the full value, if there is a further agents commission to be calculated, this is done when the booking is being completed. This allows the user to confirm the Gross amount to the enquirer and avoids any confusion.

This itinerary display can be entered many times before a booking is completed. It is also possible to unhold lines that are currently held and select different itinerary. The user may then reenter this function to see how that effects the total price and so on until the final quotation is reached.

Resetting the Held Itinerary

At this stage, the user can either choose to complete the booking or reset the held itinerary so as to be ready for a new quote. The user enters **R** in the option field. The system will prompt OK to Purge and remove the currently held itinerary if required.

If the user has entered from the booking system, the existing itinerary held on the booking will NOT be removed, this must be done in the normal way.

If individual held fares need to be cleared then the user should reselect the fare, by doing the same fares search again. Once the results are show the held lines will be 'dimmed'. To unhold this line, move to the fare and select **H** for hold. This time the fare will go back to being bright again and will be removed from the held list.

Stage 4 - Complete the Booking

Having selected our itinerary it is now time for the user to complete the booking. This will fill in all the pricing and costing information for the booking. This will then allow the user to fill in the itinerary specific information by either PNR download or manual overtyping.

To complete a booking enter C in the option field, a screen like the one below will appear.

```
RESERVATIONS         Clt Type : Agent    Ref/Name : (11363) LUNN POLY LTD.
                     Option   : Complete Service  : A  Attraction Tickets

COMPLETE BOOKING
--------------------------------------------------------------------------
Lead Name : MR   T  BUSHELL         Agnt Telephone : 020223787
Agent Ref : 11363   LUNN POLY LTD.  Agent Contact  : JACKY
Address   : 10 RICHMOND HILL        Source Code    : FRIEND
            ......................  Analysis Code  : USA
            BOURNEMOUTH             Deposit Due    :    150.00
            DORSET
Postcode  : BH2 6EL                 Itinerary Order: S
Agt Notes : ...................     Start Line No  :  1.00
            ...................     Increment      :  1.00
--------------------------------------------------------------------------
Dept Date : 01Jan95                 Total Flights  :    500.00
Expires   : 19Dec94                 Total Ground   :    170.00
VAT Appl. : Yes                     Total Value    :    670.00
Branch    : (MB) Chalfont Grove     Commission     :      0.00
                                    Balance        :    670.00


OK to Process
```

The fields that the system will prompt for depends on the type of client booking.

For Agents	The system will display the agent details and will NOT allow them to be amended. The user must enter the clients name in full and a contact name.
For Existing Clients	The system will prompt the user will the name & address as currently held on the client file. The user may just move through the fields or amend them if necessary.
For New Clients	All the fields will be blank and the user must fill in the name and at least 2 lines of address.

Once the client details are entered the system prompts the user for :

Source Analysis	This is a valid code from the Sources File. If the type is unknown the user can enter ? to see a full list.
General Analysis	This again is a valid code from the Analysis File. If the type is unknown the user can enter ? to see a full list.
Deposit	The system will calculate a deposit, based on the per person figures held in the System General Parameters. This value can be overridden if required.

The system will now prompt OK to Process, at this stage the system is ready to create the skeleton of a booking. Once the booking has been created the user will be shown the booking reference. The user can now select B to move into the booking or R to perform another reservation

Administering new services

The system will create itinerary lines as normal for Flights, Hotels, Insurance and Car Hire. These fit into the existing structure of Chameleon. A new, 'user' defined, fares will be administered via a general line. To this end the description that is held on the general line is a concatenation of the service parts (this may be longer than the system allows).

In addition to this text, the system holds the codes that made up the fare. These will now be visible on the general line under the description. The reason for holding this codes is to allow the descriptions to be better handled in client documentation.

The documents that have been altered are :

> Vouchers
> Invoices
> Itineraries
> Quotations

Invoices and Quotations are system derived and the user has no control over the format. For vouchers and itineraries there are some more mnemonics to use for output.

Itineraries

```
Ground Service Itinerary Block
------------------------------
```

Code	Description	Len	Code	Description	Len
&DHST	Ground Header Start	0	&DHEN	Ground Header End	0

```
Ground Service Itinerary Block
------------------------------
```

Code	Description	Len	Code	Description	Len
&DIST	Ground Itinerary Start	0	&DIEN	Ground Itinerary End	0
&GRN1	Code 1 Description	30	&GRN2	Code 2 Description	30
&GRN3	Code 3 Description	30	&GDAT	Depature Date	7
&GDUR	No of Days	5	&GTYP	Ground Type Description	30

Vouchers

```
Ground Fares
------------
```

&GRN1	Code 1 Description	30
&GRN2	Code 2 Description	30
&GRN3	Code 3 Description	30
&GTYP	Ground Service Description	30
&GDAT	Departure Date	7
&GDYS	Number of Days	5

In addition to the above mnemonics, the system has had the way it determines the voucher template altered for general lines. If the system determines that a general line has come from the ground fares database (by the codes mentioned earlier), it will look for a new type of voucher template. The format will be :

> VCHITx   The x is defined from the ground products type (See General Parameters). In addition the supplier override still applies so the first three characters may be supplier defined.

Note : It is important to set up voucher templates for the new ground fare types otherwise the system will use the standard general type voucher and the results will be messy at best.