PowerSuite

PowerSuite

Automation Training Manual

(v1.2)

DOCUMENT VERSION HISTORY

The following table(s) summaries the change history of this document.

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Introduction

PowerSuite automation process is certainly help travel agencies do more with less by introducing smart workflows and removing complicated tasks. The fully automaticed functions that increase agencies productivity and cost efficiencies enable agencies to build a more profitable business.

The basic workflow of automation is illustrated below:

Steps	Sabre Red 360 / App	Description
Step 1	Fare Quotation App	Search fares or create quotation for customers using Fare Quotation app
Step 2	Sabre Red 360 / Passive Scripts	Book segments on Sabre Red 360 directly or Book passive segments using passive scripts on Sabre Red 360
Step 3	PowerSuite – Customer Profile	Upload Customer Data from PowerSuite app
Step 4	Sabre Red 360 / GDS & NDC	Perform PNR Creation for GDS Booking. Use carriers' provide the NDC office in Sabre 360 for creating the NDC order with prices information.
Step 5	PowerSuite - Travel Policy Check	Perform Travel Policy Check at End Transaction
Step 6	Sabre Red 360 / GDS	Perform price quote for GDS Booking on Sabre Red 360
Step 7	Sabre Red 360 / GDS & NDC	Perform ticketing on Sabre Red 360 by using ticketing commands for GDS fares. Perform the Fulfillment for NDC order.
Step8	Ticketing QC Check App	Ticketing QC Check app perform validation to check if mandatory reporting data are missing in PNR
Step 9	Credit Limit Checking at Ticketing App	Credit Limit Checking at Ticketing App prevents ticket issuance for bookings which are billing to profiles (appliable to company and personal profiles) without enough credit limits
Step 10	PowerSuite – Automation documents	Upon ticket issuance, automation takes places as per automation features enabled on PowerSuite. Sales Folder, Invoice, as well as Exchange Order can be issued automatically
Step 11	PowerSuite – Trip History	Trip History provides a quick reference of customer trip information and related Sales Folder.
Refund Process		
Step 1	Sabre Red 360	Perform refund on Sabre Red 360
Step 2	Refund Automation App	Refund Automation app to request refund data from Sabre Red 360 and send to PowerSuite for further process
Step 3	PowerSuite	PowerSuite receives refund data and creates refund

		data for further process

Getting Start

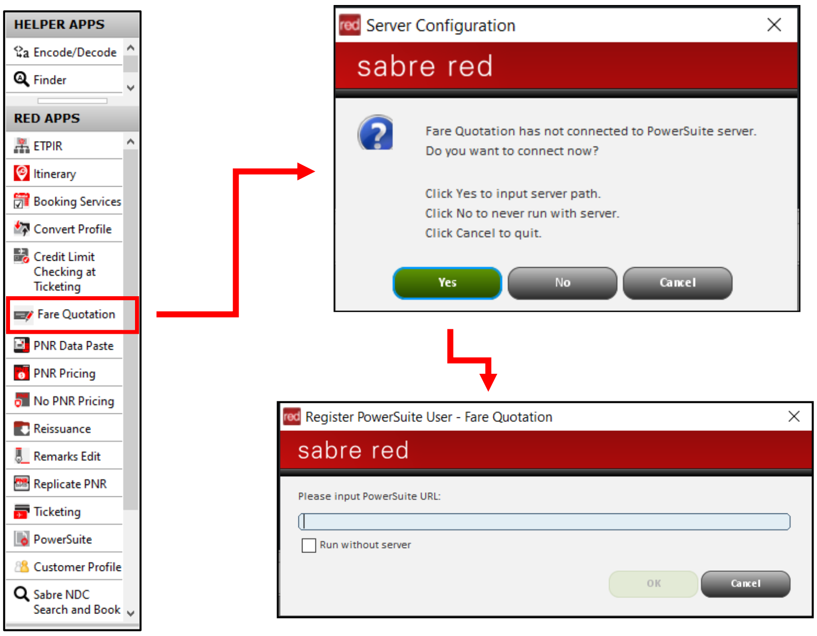
What is the common question that will ask by Corporate traveler? Normally, the answer is the *"Price"* of his/her itinerary. How to check the fare quickly and easily? Sabre Fare Quotation App can help you to check and quote the fare with the applicable tax (es) and fee(s) for your customer easily and quickly.

1. How to use Fare Quotation App to serve your traveler?

The **Quote without PNR** function can help you to quote the fare for your traveler without creating the PNR. You just simply enter "To" & "From" city to search the fare in oneway, round trip or open jaw in different airlines with the applicable transaction fee which retrieve from PS Customer Profile.

A. Launching the Fare Quotation App

The Fare Quotation App is required to connect to PSFOWebServices server. System will prompt at the first launching time if it is NOT connected. Once updated, no more prompt for 2nd or onward launching.



⇒ Yes – to input the PowerSuite webservice URL.

⇒ No – to run without server.

⇒ Cancel – to quite.

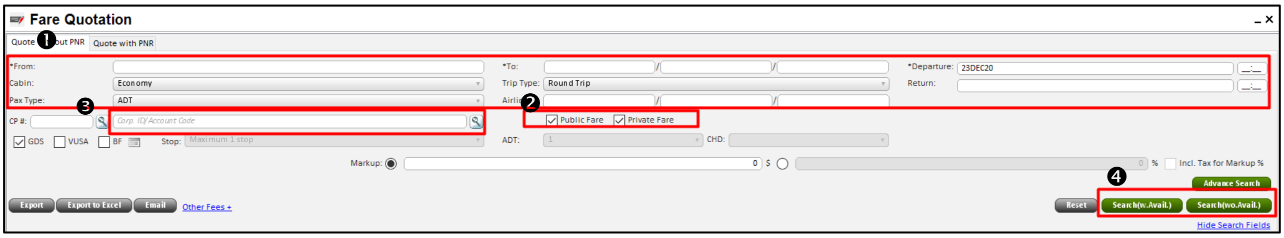
Tips:

⇒ The PowerSuite webservice URL should be installed during PowerSuite installation.

B. Quote Without PNR Function

Search fare in oneway, round trip or open jaw by different airlines, passenger type, and fare source, with or without availability check.

Step1. After launching the Fare Quotation App, simply input the searching criteria(s) in [Quote without PNR] tab to search the fare.



Explanation:

❶ Mandatory fields – Input or select the data in "From, To, Departure, Return (only for round trip), Fare Type, Cabin, Passenger Type" for fare searching.

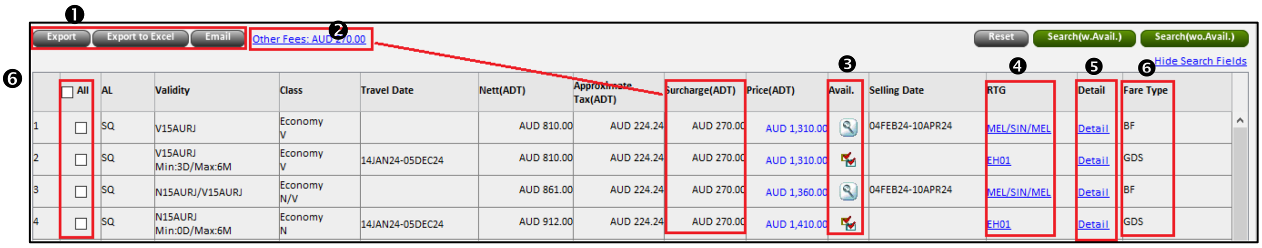
❷ Fare Source field(s) – Select GDS, BF (Bargain Finder) or VUSA (Visit USA fare).

❸ Corporate ID field – Input the valid corporate ID to search the corporate fare(s) from the selected fare source.

❹ [Search w.Avail] button - To search the fare with availability check.

[Search wo. Avail] button - To search the fare without availability check.

Step2. After fare returned, you can check and/or upload fare rule, check the routing information before sending the quotation to customer



❶ [Export] – Select the fare(s) and click this button to export the fare(s), taxes and rules details into word document.

[Export to Excel] – Select the fare(s) and click this button to export the fare(s), taxes and rules details into excel

[Email] – Select the fare(s) and click this button to email the fare(s), taxes and rules details to customer.

❷ [Other Fees] – Click to add any fees for the selected fare(s). You can select the pre- defined fee types and indicate the amount or click the inside button [Trans Fees] to retrieve the transaction fee which maintained in PS customer profile. If you have maintained transcation fee rules in PowerSuite, when the fee rules match with the itinerary, system would auto-add the applicable transaction fee to the surcharge

❸  - This button appear when you search the fare with Availability. You can click this icon to search the availability again.

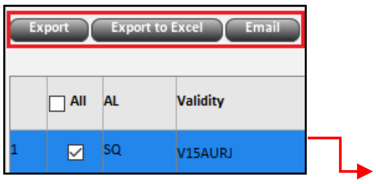
❹ [RTG] – Click to check the routing information.

[Exact Routing] – If the fare is BF (Bargain Finder), click on this exact routing e.g. MEL/SIN/MEL, will display the "Flight Availability" screen for selecting the flight(s).

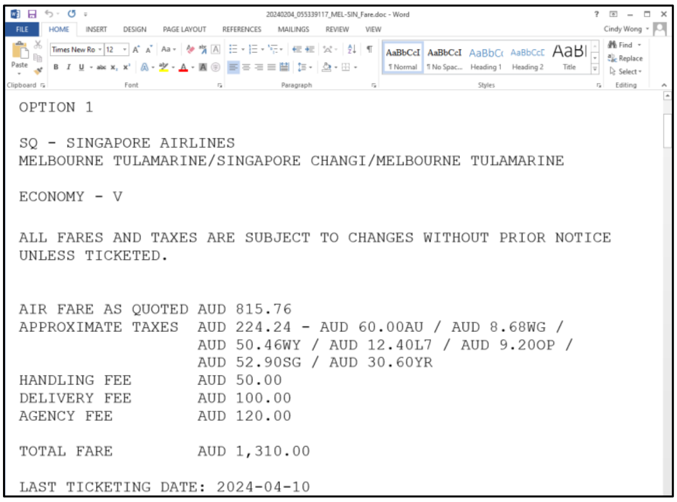
❺ [Details] – Click on this button to check or upload the fare rules into PNR.

❻ [Fare Type] – Fare source indicator

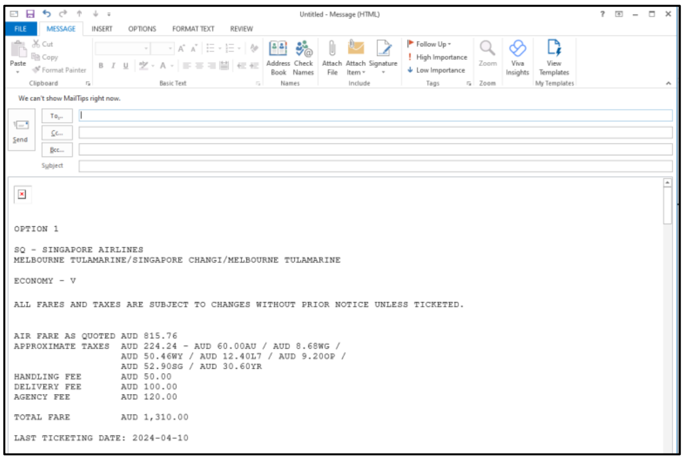
Step3. Click on [Export], [Export to Excel] or [Email] button to send the Quotation to customer in different ways.



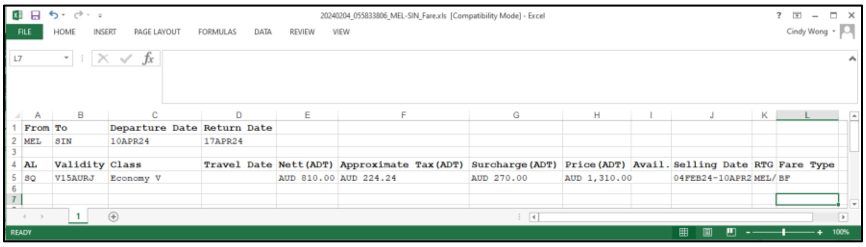
Sample when click on [Export]



Sample when click on [Email]



Sample when click on [Export to Excel]



C. Received Confirmation from Customer

When the confirmation received from customer, you may go ahead to retrieve the customer data using Customer Profile App to process the next steps.

2. How to upload customer data to host?

With our solutions, you are able to upload customer data from either PowerSuite app

2.1 Upload Customer Data from PowerSuite app

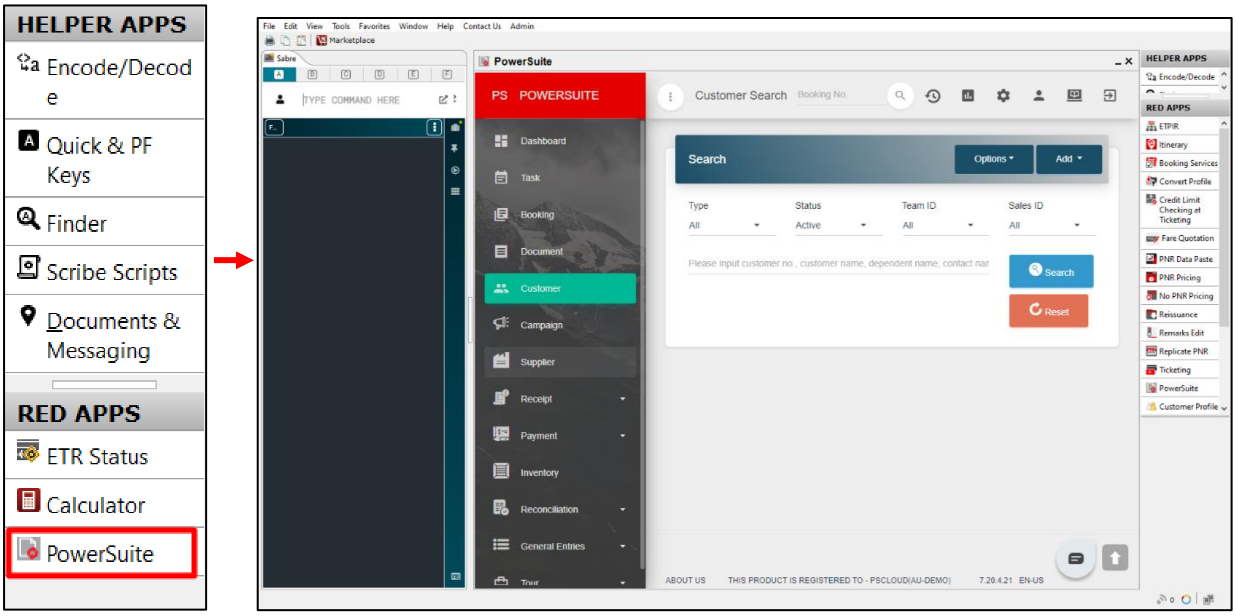
PowerSuite equipped with function to upload customer data. What you need to do is to browse to the profile of your customer, select and enter necessary information which you would like to upload.

a. Create GDS Booking in Host

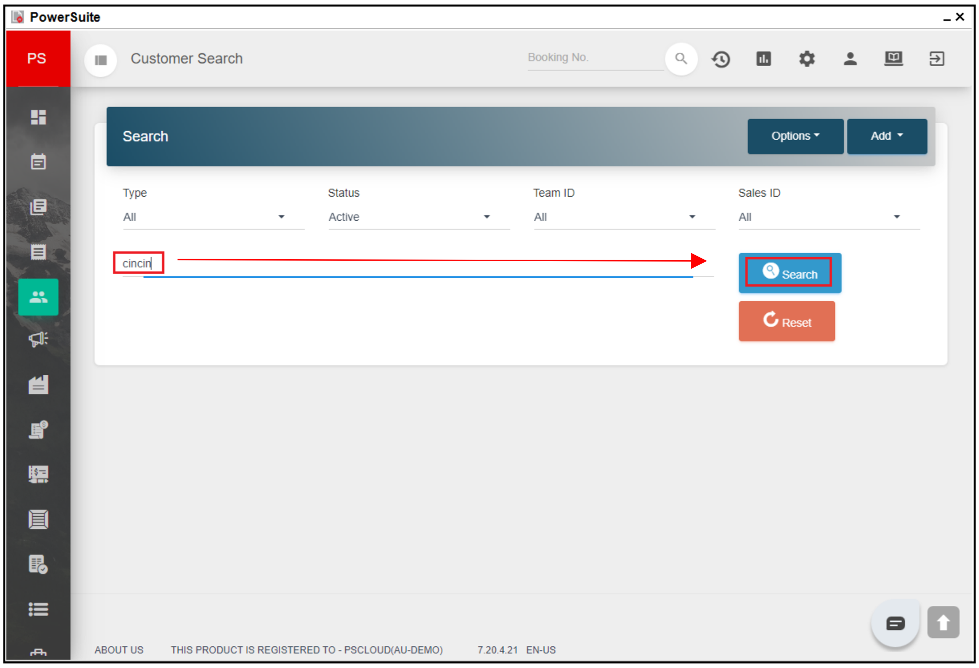
Step1. Book a segment on host

```
NO NAMES
 1 QF  35Y 01MAY 3 MELSIN SS1  1200  1800  /DCQF /E
 2 QF  36Y 07MAY 2 SINMEL SS1  2015  0540   08MAY 3 /DCQF /E
K9LK.K9LK*ACW 1530/16FEB24
```

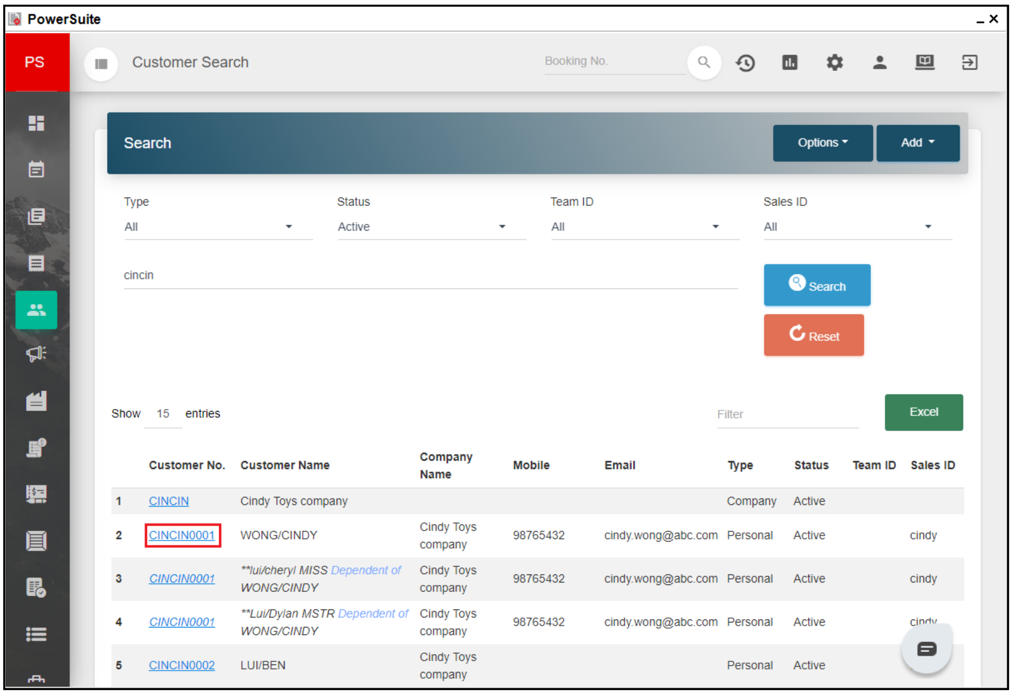
Step2. Click PowerSuite app icon to launch PowerSuite app



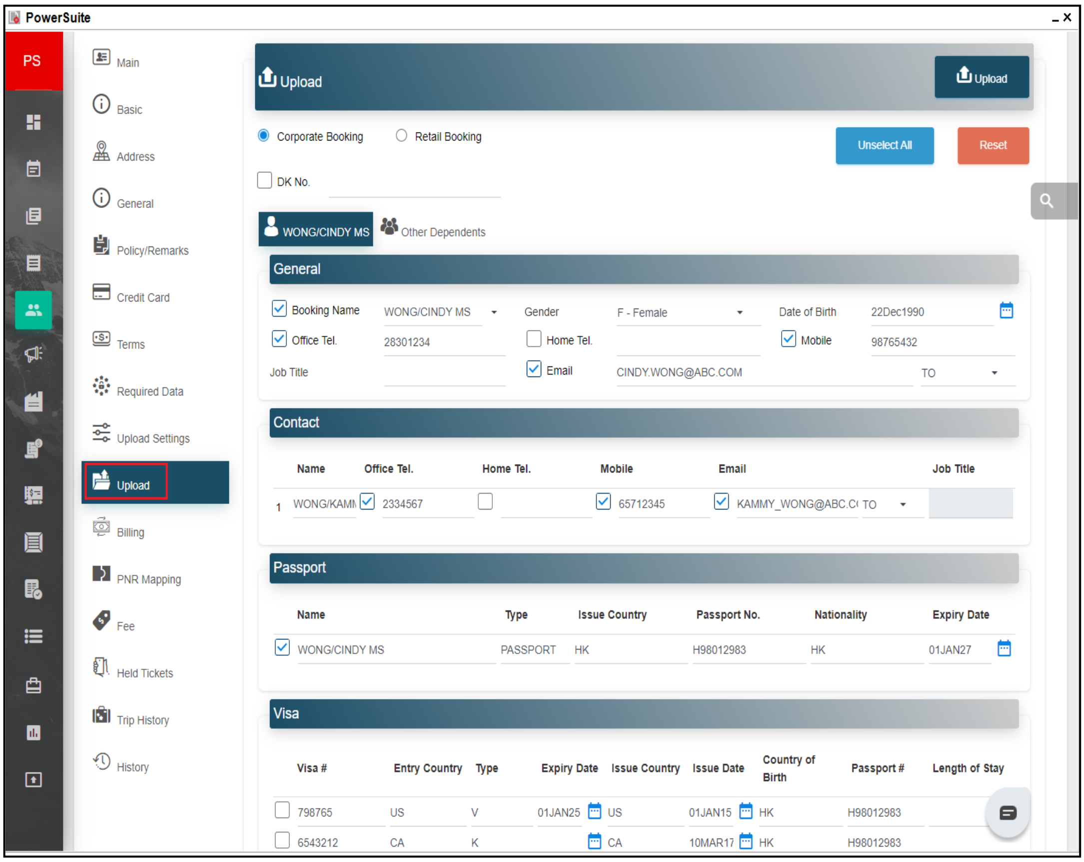
Step3. On Customer Module search panel, enter customer number, customer no, etc. and click  to search the profile of your customer



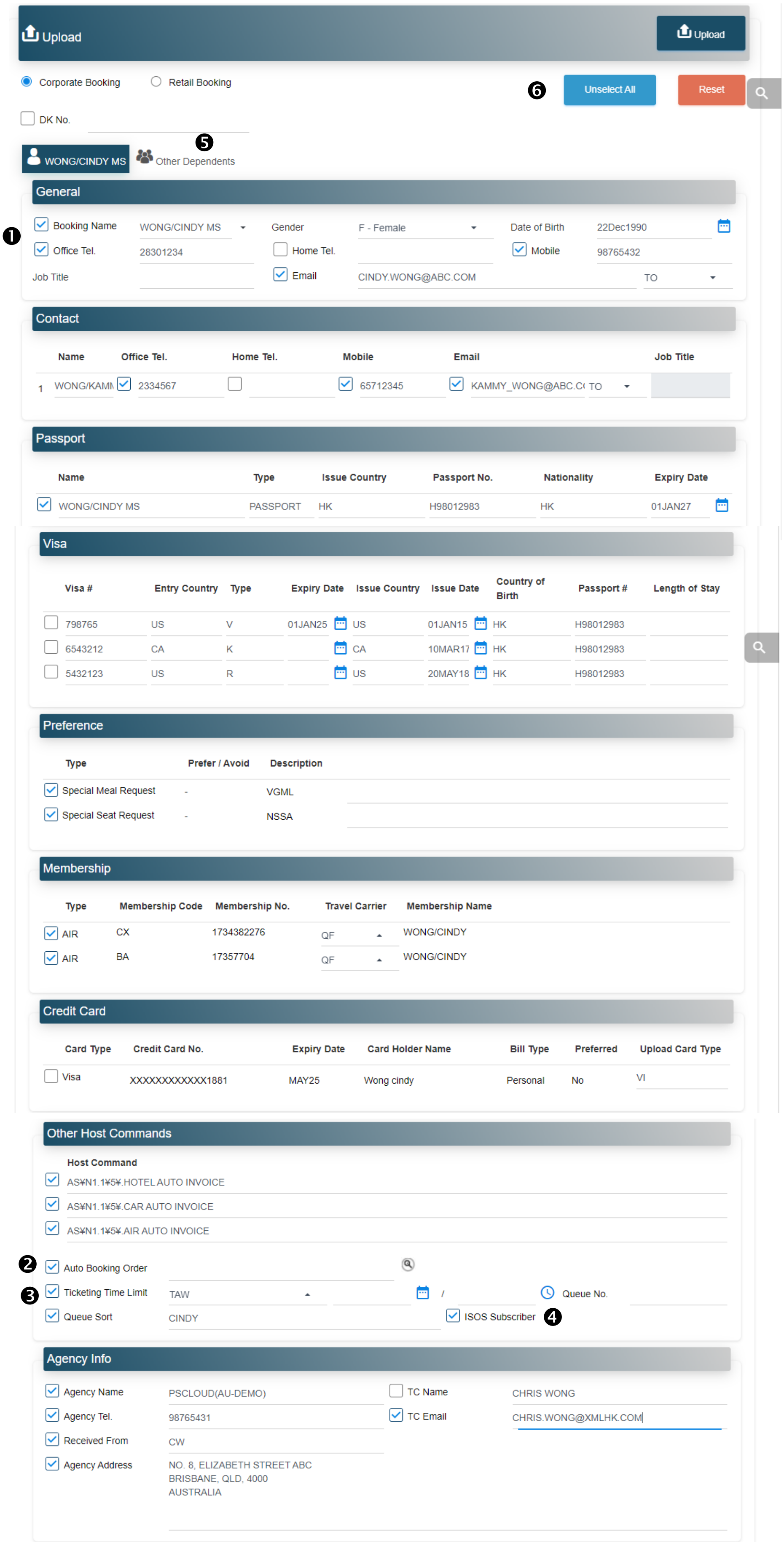
Step4. Select the approciate Customer no., from the result table



Step5. In the profile, go to the Upload tab and you will find the ready to upload information was selected.



Step6. On the Upload page, the fields are loaded with information maintained as default. Select and enter necessary information if you find missing on the page



Explanation:

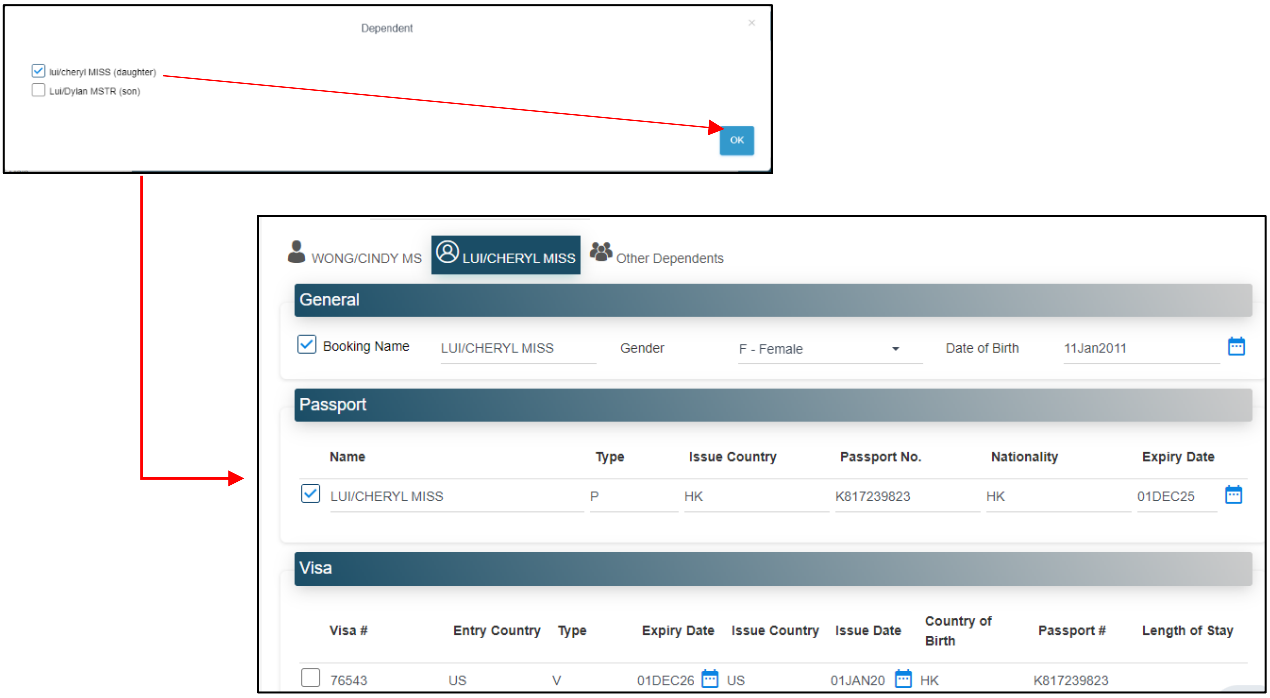
❶ [Checkbox] – Select what information(s) that you want to upload into the host.

❷ [Auto SF] – Auto checked and the “5.AUTOSF/YES” command will be uploaded into PNR. While unchecked this box “5.AUTOSF/NO” will be used.

❸ [Ticketing Time Limit] – Select “TAW” or “T-A” from the drop down list.

❹ [ISOS] – Auto checked and command 3OSI CTCE (email) & 3OSI CTCM (mobile contact) will be uploaded into PNR.

❺ [Other Dependents] – Click to select profiles of depedents who will be traveling together

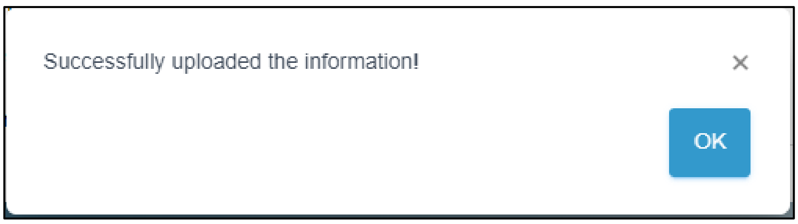


❻ [Uncheck All] – To uncheck all the selected items.

Step7. Click  to upload the data to host.

a1. For the Retail Booking

Upon successfully uploaded the profile data into the Host, below message will be prompted by system.

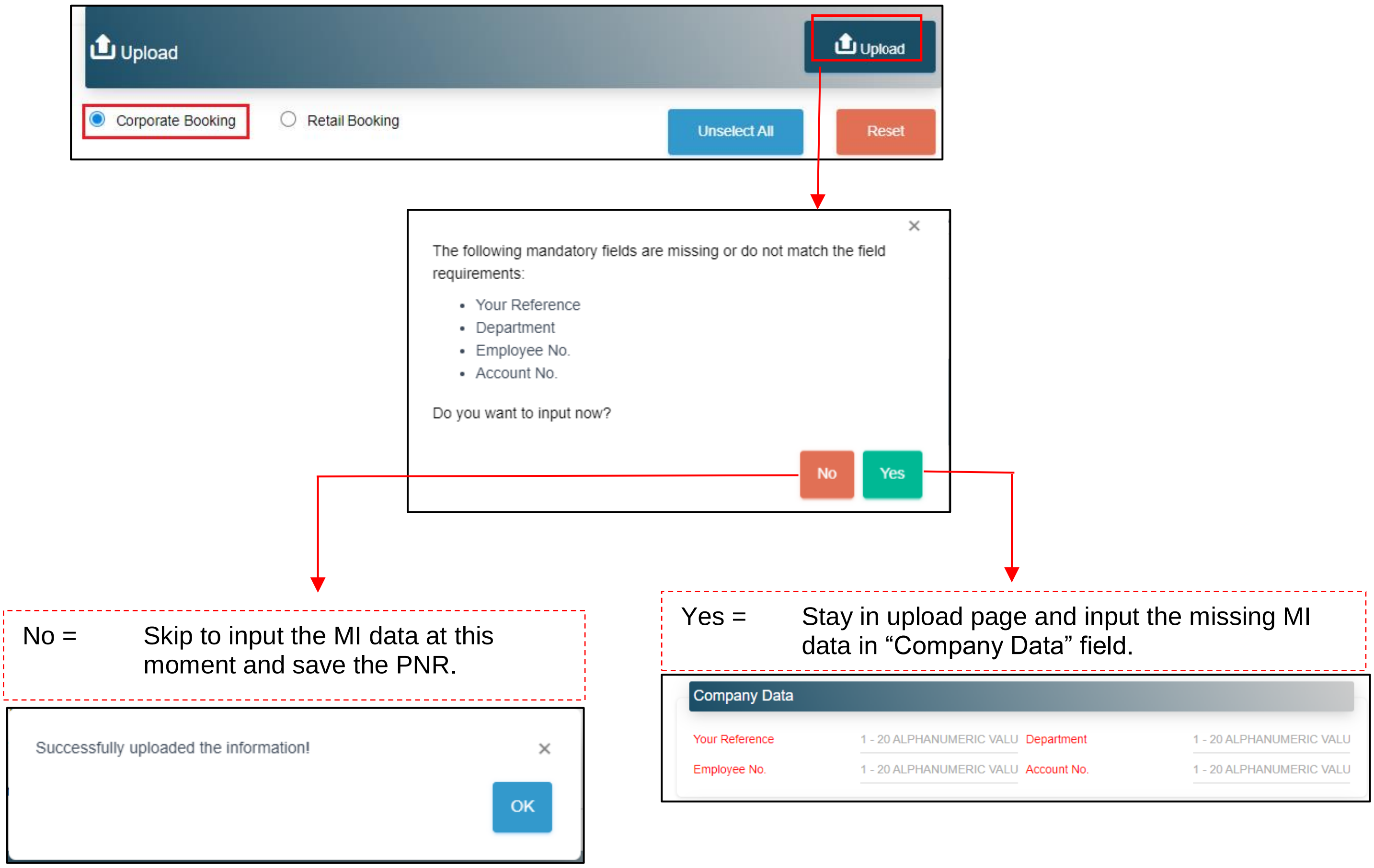


Check the uploaded data and you may add or modify whatever information you want to save in the PNR.

```
*A«
 1.1WONG/CINDY MS  2.1LUI/CHERYL MISS
 1 QF  35Y 01MAY 3 MELSIN SS2  1200  1800  SPM /DCQF /E
COVID19 TRAVEL REQUIREMENTS APPLY
REFER WWW.QANTAS.COM
ADV PAX WWW.SMARTRAVELLER.GOV.AU AND REF GG APIS
 2 QF  36Y 07MAY 2 SINMEL SS2  2015  0540   08MAY 3 SPM /DCQF
                                                              /E
COVID19 TRAVEL REQUIREMENTS APPLY
REFER WWW.QANTAS.COM
ADV PAX WWW.SMARTRAVELLER.GOV.AU AND REF GG APIS
TKT/TIME LIMIT
  1.TAW/
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
  4.SYD 2334567-WONG KAMMY MS-B
  5.SYD 65712345-WONG KAMMY MS-M
PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
ADDRESS
    PSCLOUDAU-DEMO
    NO. 8, ELIZABETH STREET ABC
    BRISBANE, QLD, 4000
    AUSTRALIA
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
  1.OSI YY CTCT 98765431 CHRIS WONG
  2.OSI YY CTCT PSCLOUDAU-DEMO
  3.OSI YY CTCB 28301234 WONG CINDY MS
  4.OSI YY CTCM.98765432
  5.SSR CTCM QF HK1/98765432
  6.OSI YY CTCE CINDY.WONG//ABC.COM
  7.SSR CTCE QF HK1/CINDY.WONG//ABC.COM
  8.OSI YY CTCB 2334567 WONG KAMMY MS
  9.SSR CTCM QF HK1/65712345
 12.SSR NSSA QF NN1 MELSIN0035Y01MAY
 13.SSR NSSA QF NN1 SINMEL0036Y07MAY
 14.SSR VGML QF NN1 MELSIN0035Y01MAY
 15.SSR VGML QF NN1 SINMEL0036Y07MAY
REMARKS
  1..BILL/CINCIN0001
  2.V¥PASSPORT HK H98012983 01JAN2027 HK WONG/CINDY MS
  3.V¥PASSPORT HK K817239823 01DEC2025 HK LUI/CHERYL MISS
```

a2. For the Corporate Booking

Upon clicking on the [Upload] button to upload the profile data into the host, a backend MI data checking will be performed. The following message will prompt if any mandatory MI data fields are missing or do not match the field requirements.



<u>Tips:</u>

⇒ The system will check the "**5.BILL/<customer no.>/COM"** as well as the the interface remarks **"5X/…"** exist in the PNR for the MIS data checking.

⇒ If select "No" to not update the MI data during profile upload, the system will perform the MI data validation again via Ticketing QC Checking.

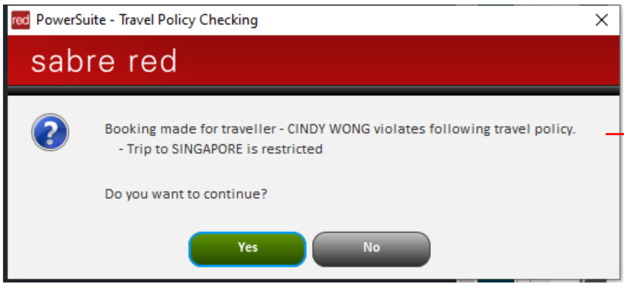
Check the uploaded data and you may add or modify whatever information you want to save in the PNR.

```
*A«
 1.1WONG/CINDY MS
 1 QF  35Y 01MAY 3 MELSIN HK1  1200  1800  SPM /DCQF*5EYBB2 /E
 2 QF  36Y 07MAY 2 SINMEL HK1  2015  0540   08MAY 3 SPM
                                               /DCQF*5EYBB2 /E
TKT/TIME LIMIT
  1.TAW/
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
  4.SYD 2334567-WONG KAMMY MS-B
  5.SYD 65712345-WONG KAMMY MS-M
PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
ADDRESS
    PSCLOUDAU-DEMO
    NO. 8, ELIZABETH STREET ABC
    BRISBANE, QLD, 4000
    AUSTRALIA
PRICE QUOTE RECORD EXISTS - SYSTEM
FREQUENT TRAVELER DATA EXISTS *FF TO DISPLAY ALL
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
  1.OSI YY CTCT 98765431 CINDY/GR ENA/DEMO2 WONG
  2.OSI YY CTCT PSCLOUDAU-DEMO
  3.OSI YY CTCB 28301234 WONG CINDY MS
  4.OSI YY CTCM.98765432
  5.SSR CTCM QF HK1/98765432
  6.OSI YY CTCE CINDY.WONG//ABC.COM
  7.SSR CTCE QF HK1/CINDY.WONG//ABC.COM
  8.OSI YY CTCB 2334567 WONG KAMMY MS
  9.SSR CTCM QF HK1/65712345
 11.SSR NSSA QF NN1 MELSIN0035Y01MAY
 12.SSR NSSA QF NN1 SINMEL0036Y07MAY
 13.SSR VGML QF NN1 MELSIN0035Y01MAY
 14.SSR VGML QF NN1 SINMEL0036Y07MAY
REMARKS
  1..BILL/CINCIN0001/COM
  2.V¥PASSPORT HK H98012983 01JAN2027 HK WONG/CINDY MS
  3.S¥ SEAT NSSA WONG/CINDY MS
```

Step8. Save (***E*** or ***ER***) all data to complete the Booking.

Travel Policy Checking

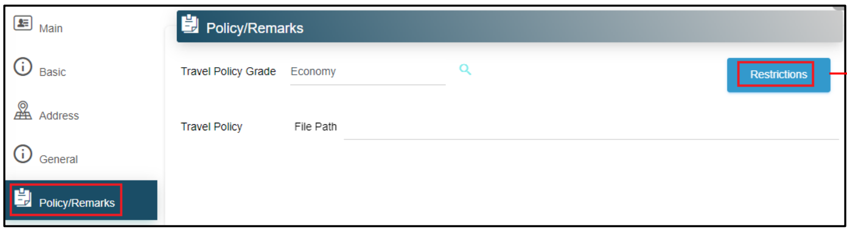
Upon E or ER the PNR, a travel policy checking will be performed and validate at the backend. It will check is there any “**5.BILL/….**” remarks exist in the PNR and wheather this customer no., maintained some travel restriction in PowerSuite – “Policy/Remarks” fields. If the restriction was matched then below message will be prompted.



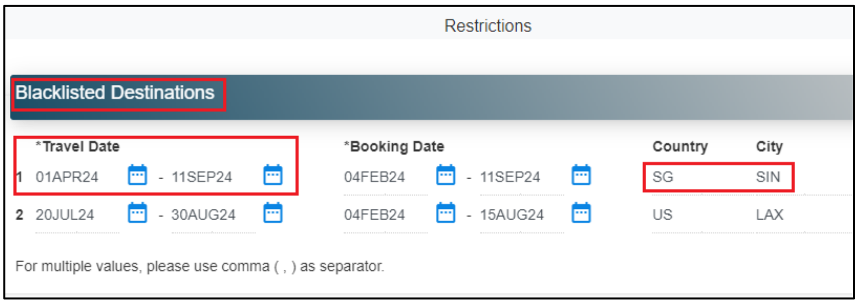
Yes = To disregard the validation and save the Booking accordingly.

No = To not save the booking and make the necessary amendment.

You may maintain/retrieve the restriction in Customer Profile =>Policy/Remarks => Restrictions



E.g. SIN was restricted to travel between 01Apr – 11Sep24, however, the travel date for this booking was on 01 May which fall into the restriction.



Tips:

⇒ If the PNR save with violated the restriction, the warning message will prompt again at every E or ER.

b. Create and Price the NDC Booking Host

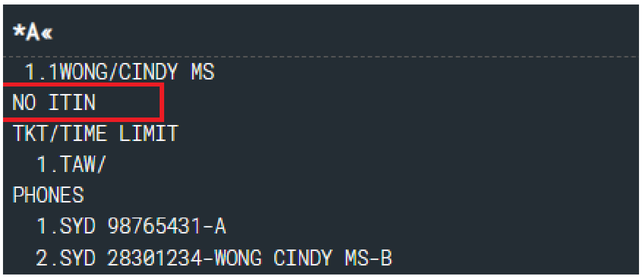
NDC is a travel industry-supported program launched by IATA for the development and market adoption of a new, XML-based data transmission standard. This standard makes it easier for travelers to compare flights and prices, with increased visibility into ancillary offers, for a more personalized traveler experience.

Users can use the PowerSute RedApp to upload the customer data for creating the NDC order, and those data will automatically download to PS to make the sales folder.

The steps to upload the profile data into the host are the same as in [Create GDS Booking in Host], no matter if it is for “Retail” or “Corporate” NDC Booking. The MI data validation check is the same as the GDS booking. You may refer to those pages for details.

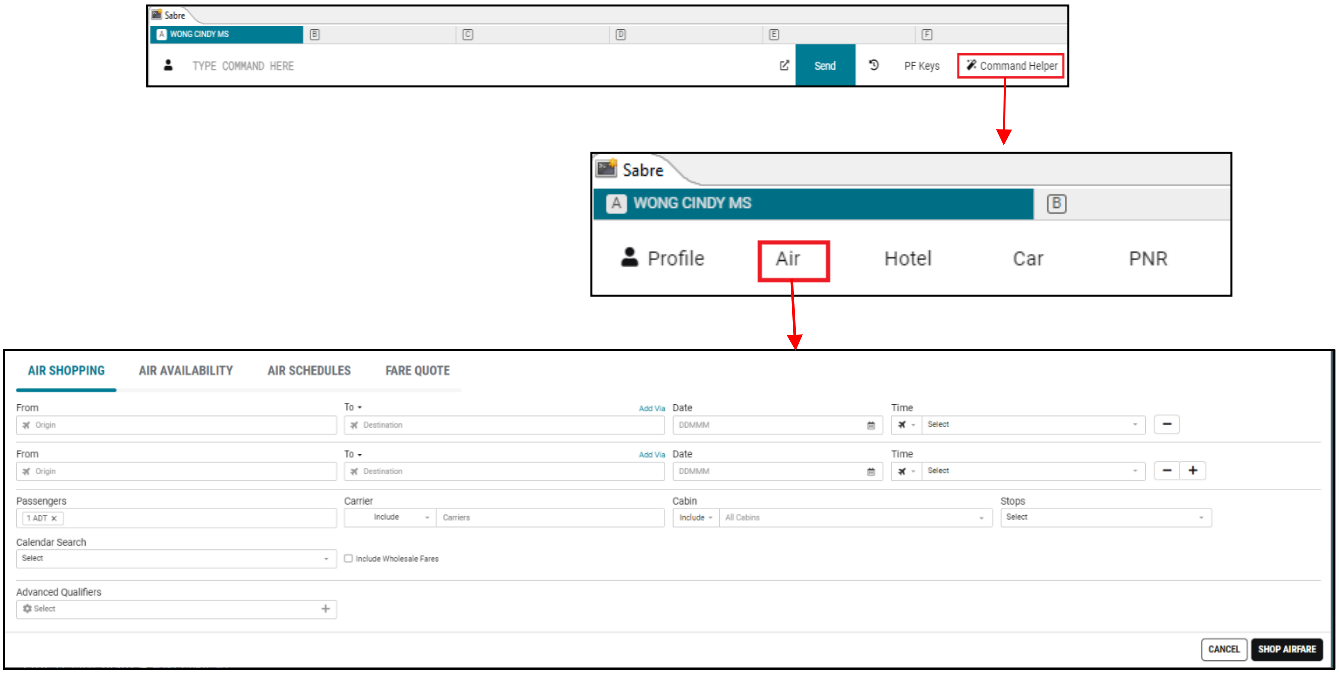
After successfully uploading the profile to the host, the next step is “***How to shop, price, and create the NDC order”?***

Note: NDC is slightly different with GDS booking; there is “*no need to sell the segment before uploading the profile.”*

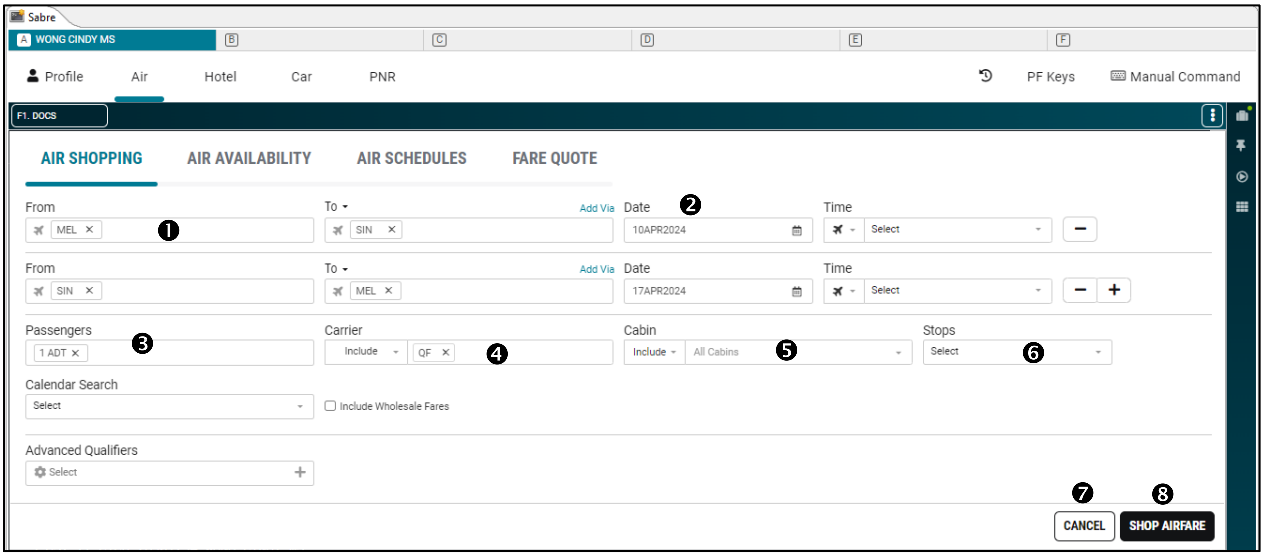


b1.For both Retail and Corporate NDC Booking

Step1. In the Command bar, click on [Command helper] and select [Air] to access **Air Shopping tab**



Step2. Complete the Search criterias in AIR SHOPPING

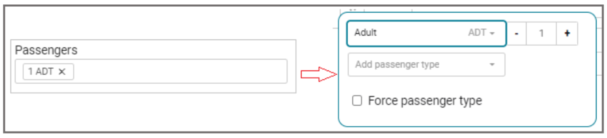


Explanation:

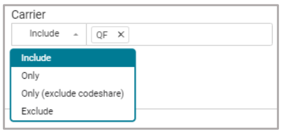
❶ [From] & [To] – Type the city, and airport code, or select from multiple airport lists.

❷ [Date] – Type a date as DDMMM. Click in this field to open a calendar to select travel dates.

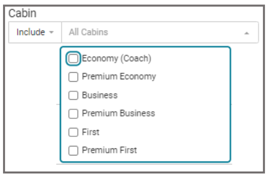
❸ [Passenger] – When the focus is on the field, the ENTER or SPACEBAR keys open the pop-over. Use the Tab key to move through the order. Select the passenger type and number of passengers.



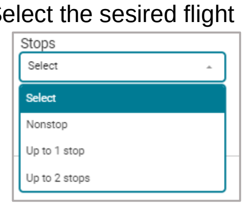
❹ [Carrier] - Type an airline name or code. Click Include to change to Exclude or Only. Specify what carrier code to include, exclude or only.



❺ [Cabin] – Select Include or Only and from the drop-down menu the sesired cabin(Economy (Coach), Premium economy, Business, etc.



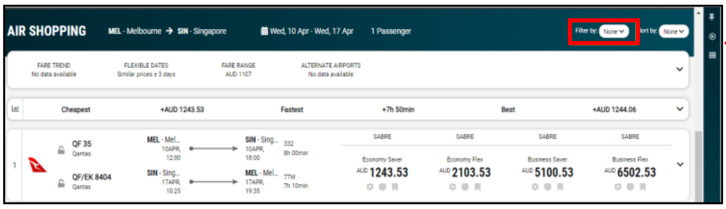
❻ [Stops] – Select the sesired flight

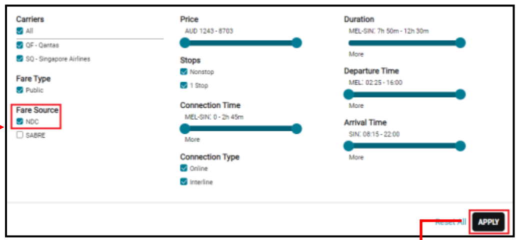


❼ [CANCEL] – Click the Cancel button to reset the screen and start over.

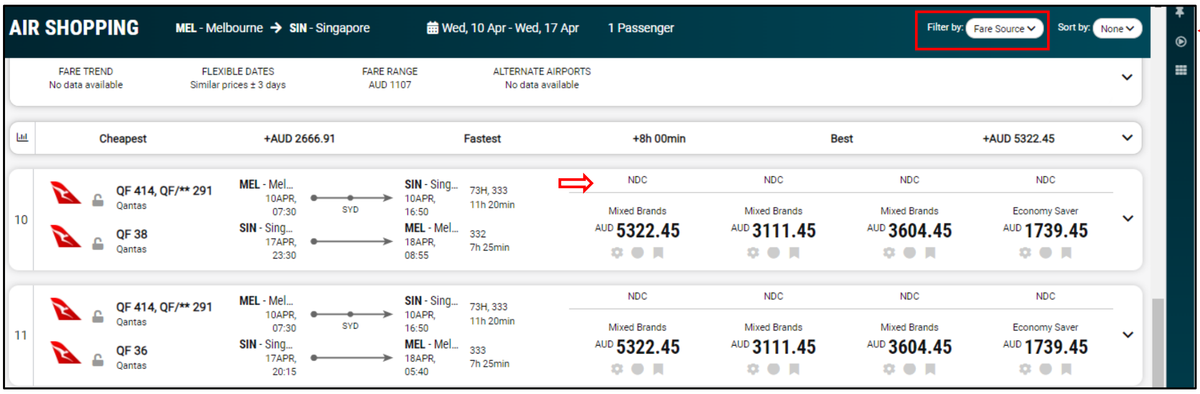
❽ [SHOP AIRFARE] – Once all desired fields are complete, click the Shop Airfare button to launch a search.

Step3. Click on **Shop AirFare** to browser the NDC offers. Once the response is returned, you can apply filters to reduce the number of results returned, including filtering out specific carriers or fare sources (labled as "SABRE" or "NDC" fares).

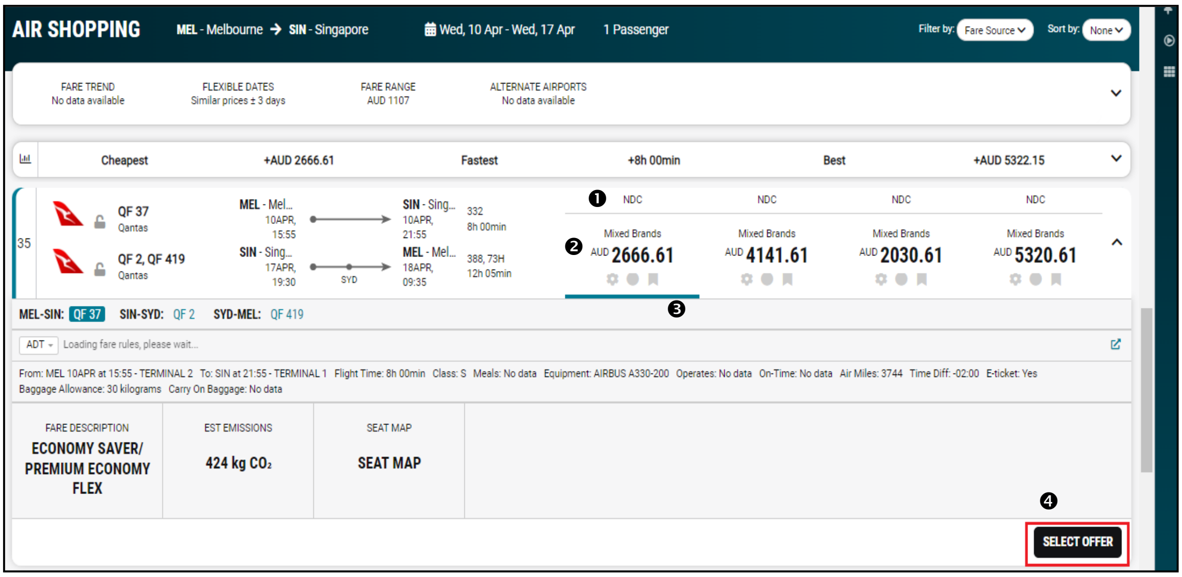




NDC fares returned after filtering.



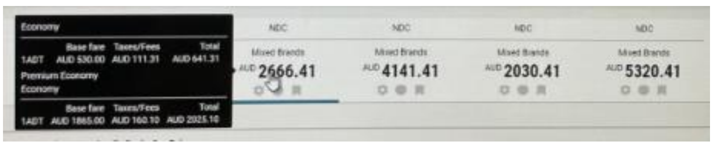
Step4. Select offer. Expanding the panel shows additional information about a specific offer. This includes information about departure and arrival airports, travel times, and amenities available onboard.



Explanation:

❶ Fare source indicator (NDC, SABRE, and API).

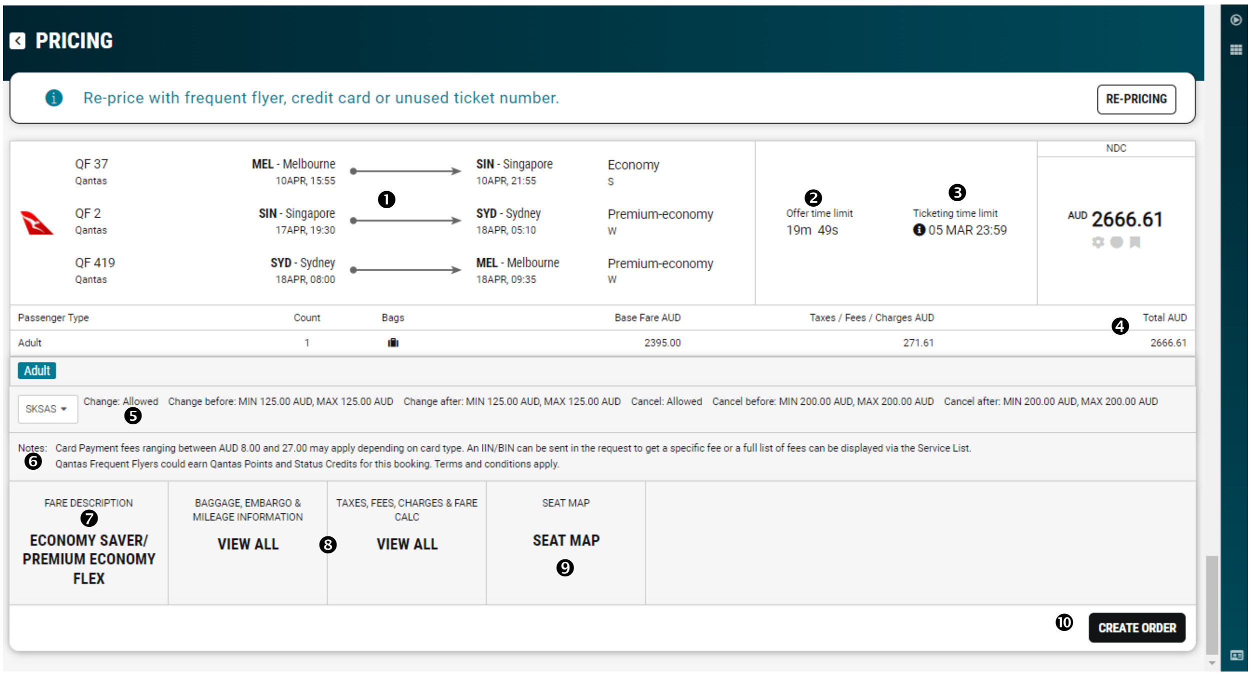
❷ Multiple fares returned for a given itinerary, and you can use the tooltip to display a breakdown of the fare for each one



❸ Select the desired fare with the expanding panel shows additionl information about this specific offer.

❹ To proceed to the next step, click **SELECT OFFER** which will complete a price validation.

Step5. Review the offer (Pricing) and complete a price validation. At the Review Offer/Pricing step, you can display additional details.



Explanation:

❶ [Priced itinerary details] – Including flight number and cabin, along with departure/arrival cities, date, and time.

❷ [Offer time limit] - NDC Offers provided by carriers have a defined time limit (20 minutes) in which to complete the order. The time limit is displayed in the form of a timer showing the amount of time remaining.

❸ [Ticketing time limit] - NDC bookings need to be fulfilled (ticketed) by the date specified by the carrier (Date and time displayed in the agent's local date and time).

❹ [Total] – It shows the base fare, taxes/fees/charges, and total price.

❺ [Structure Fare Rules] - Basic rule information associated with the Offer provided by the carrier.

❻ [Form of payment fees] - OB fees along with additional information in the Notes section.

❼ [Fare Description] - This widget contemplates fare attributes and specifics details.

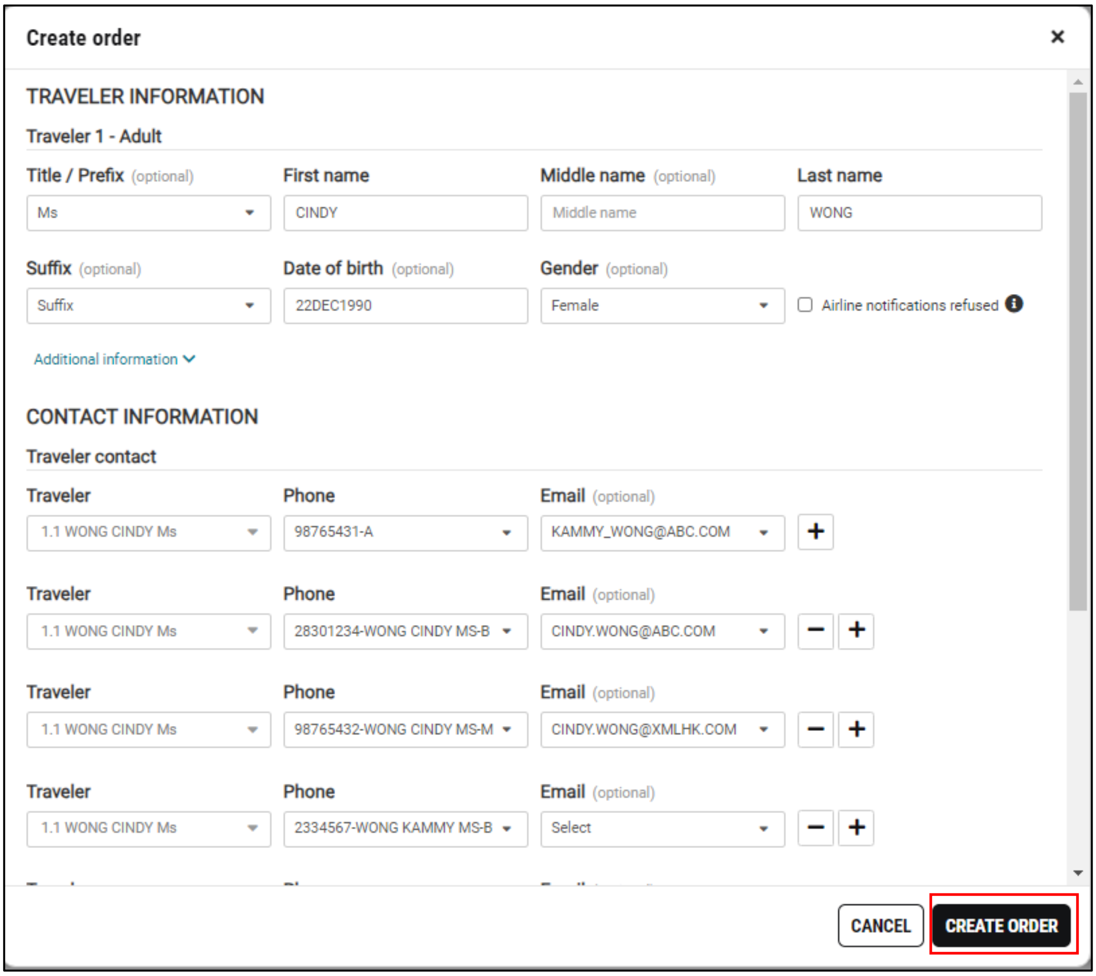
❽ [View All] - Detailed data about the offer's baggage allowance, as well as mileage information, taxes and additional charges are available by selecting 'View All" in the widget.

❾ [Seat Map] - This widget enables the user to review the availability of seats and prices before Order (booking) creation.

❿ [Creat order] – click this button to proceed the order creation.

Step6. Data Pre-population in “Order Create Form”, sicne there has a Customer Profile in host session, specific data elements from that session will be pre-filled in the Order create form. You may verify those pre-populated data before clicking [Create Order].

Click **Create Order** to complete the order and to send a message to the airline with the booking information.

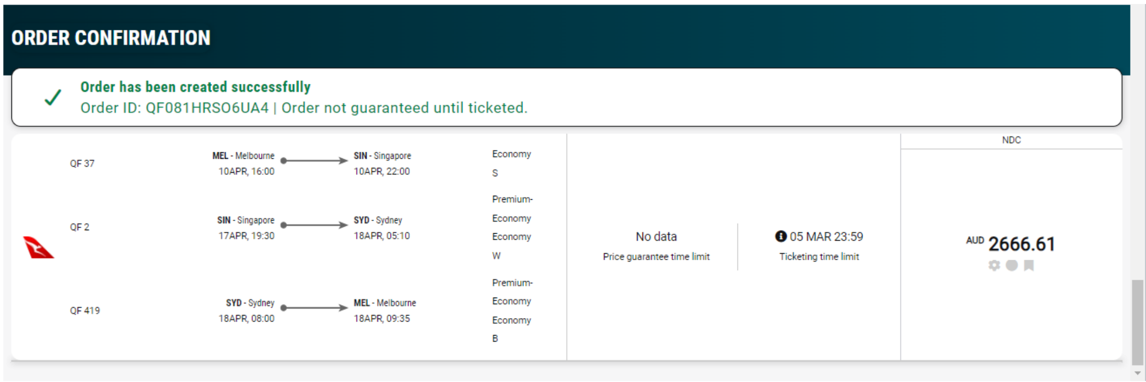


<u>Tips:</u>

⇒ Date of Birth – adding the date of birth will serve as the Secure Flight information, and it is the requirement for most of the NDC carriers, however, the DOB cannot capture from Customer Profile, so user need to input manually.

⇒ Phone number and Email address – at least one phone or email needs to be associated with a traveler.

The carrier then verifies whether the details provided are valid and complete, creates an Order, and returns the confirmation including the “Ticketing Time Limit” and the “Airline Order ID”.



*A to display the PNR and verify the data before E or ER the NDC booking.

```
 1.1WONG/CINDY MS
 1 QF  37S 10APR W MELSIN HK1   1600  2200 /NDQF*5W5AS9/QF081HRS
O6UA4
 2 QF   2W 17APR W SINSYD HK1   1930  0510 /NDQF*5W5AS9/QF081HRS
O6UA4
 3 QF 419B 18APR Q SYDMEL HK1   0800  0935 /NDQF*5W5AS9/QF081HRS
O6UA4
TKT/TIME LIMIT
  1.TL2359 /05MAR-TUE
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
  4.SYD 2334567-WONG KAMMY MS-B
  5.SYD 65712345-WONG KAMMY MS-M
PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
ADDRESS
    PSCLOUDAU-DEMO
    NO. 8, ELIZABETH STREET ABC
    BRISBANE, QLD, 4000
    AUSTRALIA
GENERAL FACTS
  1.OSI YY CTCT 98765431 CINDY/GR ENA/DEMO2 WONG
  2.OSI YY CTCT PSCLOUDAU-DEMO
  3.OSI YY CTCB 28301234 WONG CINDY MS
  4.OSI YY CTCM.98765432
  5.SSR CTCM YY NN1/98765432
  6.OSI YY CTCE CINDY.WONG//ABC.COM
  7.SSR CTCE YY NN1/CINDY.WONG//ABC.COM
  8.OSI YY CTCB 2334567 WONG KAMMY MS
  9.SSR CTCM YY NN1/65712345
 10.SSR NSSA YY NN1
 11.SSR VGML YY NN1
REMARKS
  1..BILL/CINCIN0001
  2.V¥PASSPORT HK H98012983 01JAN2027 HK WONG/CINDY MS
  3.S¥ SEAT NSSA WONG/CINDY MS
  4.M¥ MEAL VGML WONG/CINDY MS
  5..AUTOSF/YES
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXCT0Z2C06
K9LK.K9LK*ACW 0914/19FEB24
```

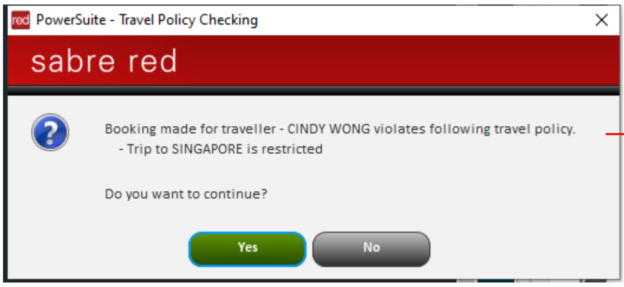
Airline’s Record Location with NDC segment tag “NDQF*<Rloc> and QF order ID “/QF081HRSO6UA4”

Received From field indicates this is NDC booking with “Sabre Order ID 1SXXX…”

Step7. Save (***E*** or ***ER***) all data to complete the NDC Booking.

Travel Policy Checking

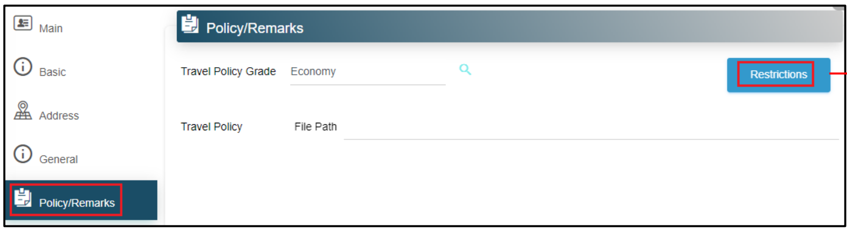
Upon E or ER the PNR, a travel policy checking will be performed and validate at the backend. It will check is there any “**5.BILL/….**” remarks exist in the PNR and wheather this customer no., maintained some travel restriction in PowerSuite – “Policy/Remarks” fields. If the restriction was matched then below message will be prompted.



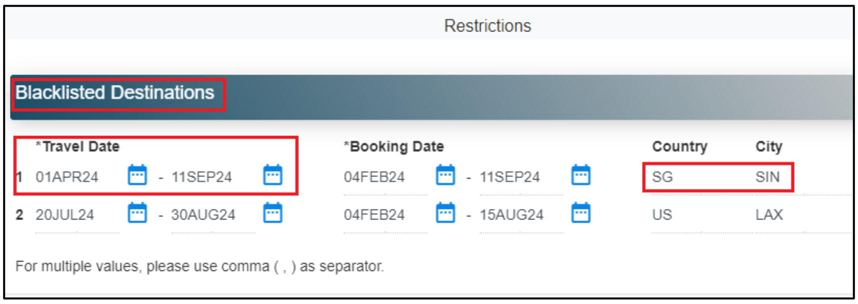
Yes = To disregard the validation and save the Booking accordingly.

No = To not save the booking, close the window pop up and return back to Host.

The travel restriction maintains in Customer Pofile =>Policy/Remarks => Restrictions



E.g. SIN was restricted to travel between 01Apr – 11Sep24, however, the travel date for this booking was on 10 Apr which fall into the restriction.



Tips:

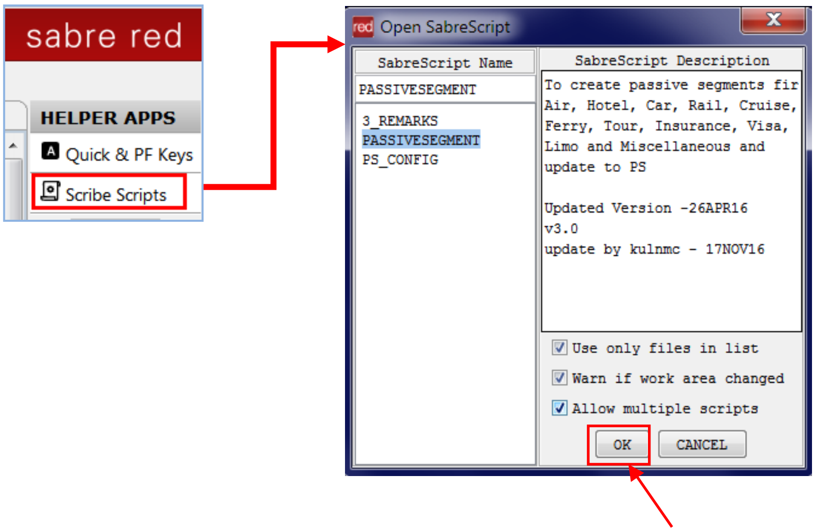
⇒ If the PNR save with violated the restriction, the warning message will prompt again at E or ER.

3. How to use Passive Script for Passive Segment creation?

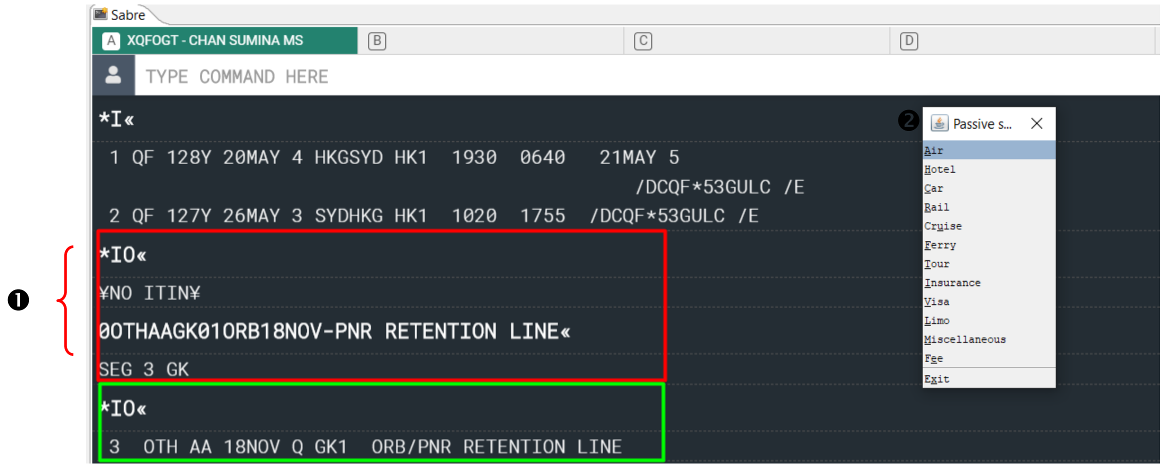
Once completed the information uploading through Customer Profile App. You can further use the “Passive Script App” to add all kinds of passive segment(s) in the same PNR if necessary.

A. Launching the Passive Script App

Step1. Click on [Scribe Script] button at the side bar to launch the App, the “Open SabreSript” screen will be opened.



Step2. Select [PASSIVESEGMENT] and click on [OK] to launch the [Passive segment options] for Air, Hotel, Car, Rail, Cruise, Ferry, Tour, Insurance, Visa, Limo and Miscellaneous segment(s) creation.



Explanation:

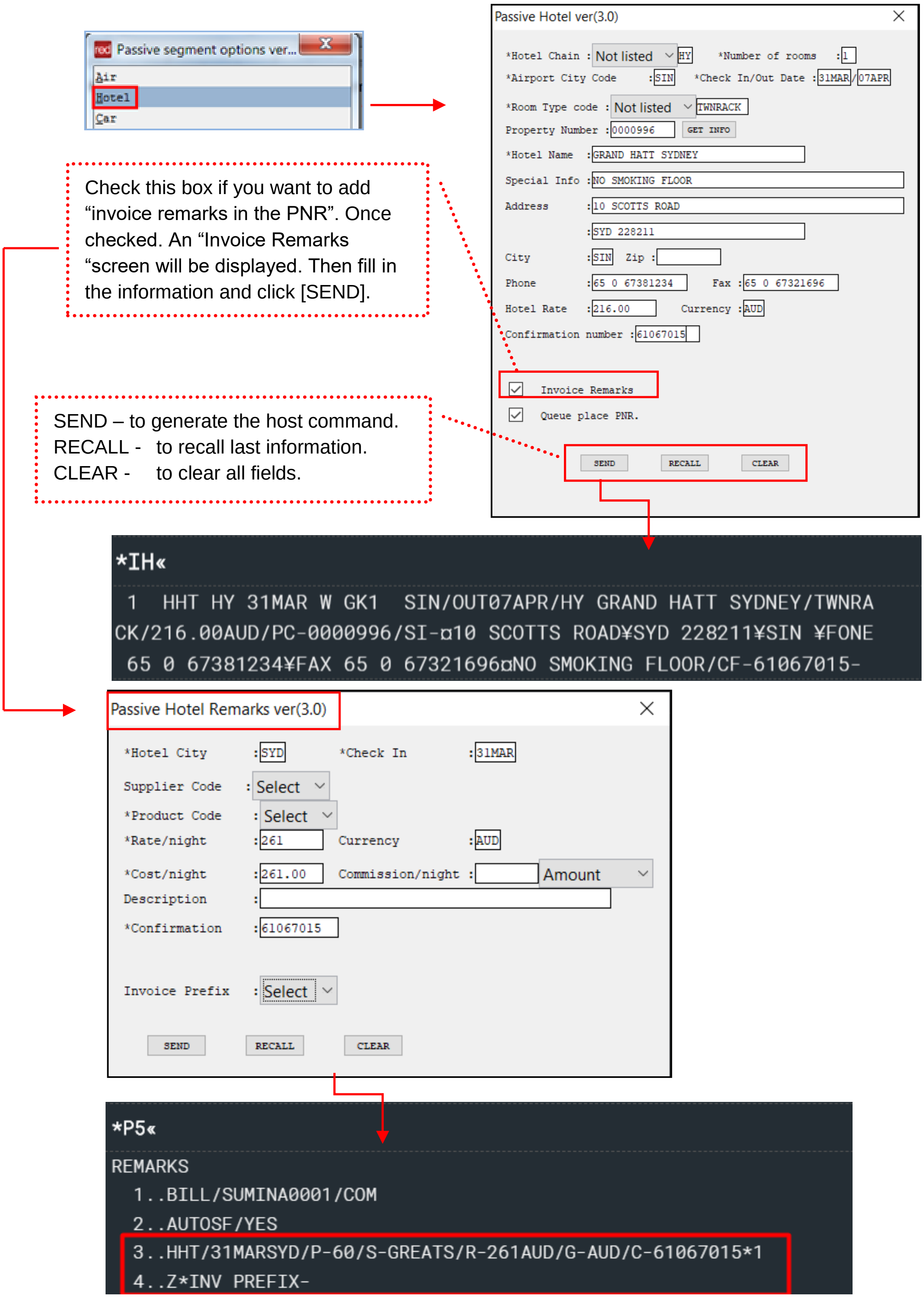
❶ Host command “*IO” will be run automatically to check is there any OTH segment being updated in the PNR for “Retention Line”.
If the response is ¥NO ITIN¥, an OTH segment for retention line will be created automatically.
If the response is displaying the retention line’s segment, than no more OTH segment will be created.

❷ Passive Segment optional items, you may select any passive items that you want to create or add in the PNR.

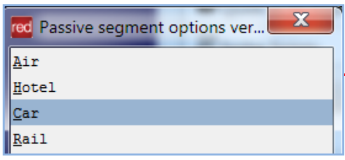
B. Passive Segment Creation

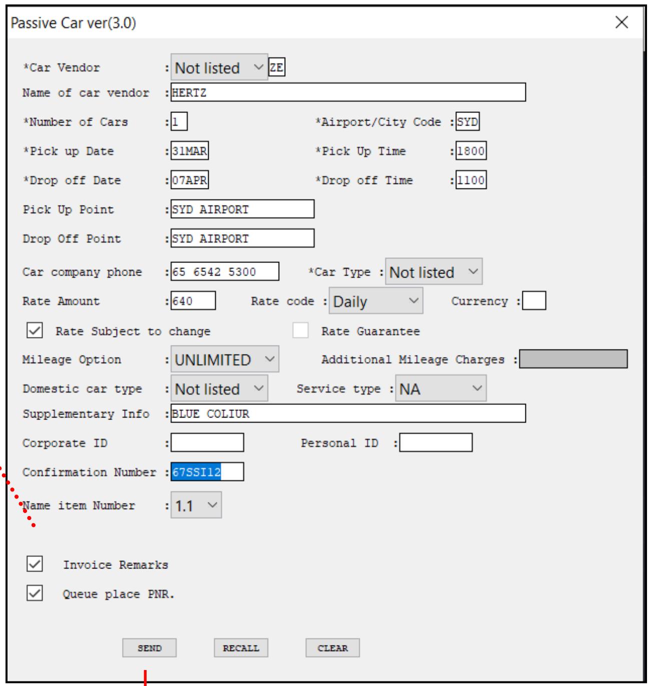
Step1. After launching the “Passive Segment Options” screen, then select any passive options that you want to create in the PNR. Let’s take 3 options “Hotel”, “Car” & “Insurance” as the example.

(1) **[Hotel]** – Once selected, a “Passive Hotel” screen will be displayed. Fill in the necessary information in the fields provided, then click on [SEND] button. The Passive “Hotel” Segment will be created automatically.



(2) **[Car]** – Once selected, a “Passive Car” screen will be displayed. Fill in the necessary information in the fields provided, then click on [SEND] button. The Passive “Car” Segment will be created automatically.

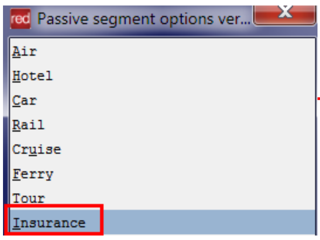


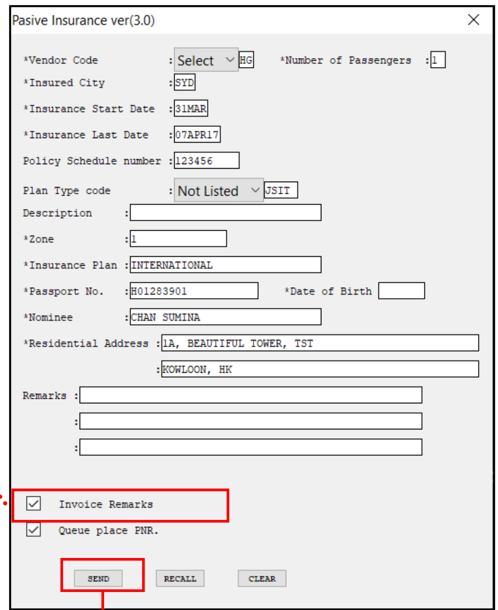


Same as Passive hotel, check this box if you want to add “invoice remarks in the PNR”.

```
0CARZEGK1SYD31MAR-07APR/ECAR/ARR-1800/RET-1100/RT-AUD640.00 UNLWY/PH-65-6542-
5300/SI-BLUE COLOUR/CF-675SI12«
SEG    GK
```

(3) **[Insurance]** – Once selected, a “Passive Insurance” screen will be displayed. Fill in the necessary information in the fields provided, then click on [SEND] button. The Passive “Insurance” segment will be created automatically.





Same as Passive hotel, check this box if you want to add “invoice remarks in the PNR”.

```
 3  INS AA 31MAR W GK1  SYD//POLICY NBR 123456/PT-JSIT/LD-07APR
17/SI--1-INTERNATIONAL-H01283901--CHAN SUMINA-1A, BEAUTIFUL TOW
ER, TSTKOWLOON, HK
```

Step2. Input 6<received from> field and ER to save all the passive segments in PNR.

```
XQFOGT
 1.1CHAN/SUMINA MS
 1  HHT HY 31MAR W GK1  SIN/OUT07APR/HY GRAND HATT SYDNEY/TWNRA
CK/216.00AUD/PC-0000996/SI-¤10 SCOTTS ROAD¥SYD 228211¥SIN ¥FONE
 65 0 67381234¥FAX 65 0 67321696¤NO SMOKING FLOOR/CF-61067015-
 2  CAR ZE 31MAR W GK1  SYD/07APR/ECAR/ARR-1800/RET-1100/RT-AUD
640.00 UNLWY/PH-65-6542-5300/SI-BLUE COLOUR/CF-675SI12-
 3  INS AA 31MAR W GK1  SYD//POLICY NBR 123456/PT-JSIT/LD-07APR
17/SI--1-INTERNATIONAL-H01283901--CHAN SUMINA-1A, BEAUTIFUL TOW
ER, TSTKOWLOON, HK
 4 QF 128Y 20MAY 4 HKGSYD HK1  1930  0640   21MAY 5
                                              /DCQF*53GULC /E
 5 QF 127Y 26MAY 3 SYDHKG HK1  1020  1755  /DCQF*53GULC /E
 6  OTH AA 18NOV Q GK1  ORB/PNR RETENTION LINE
TKT/TIME LIMIT
  1.T-A
PHONES
  1.SIN XML
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
REMARKS
  1..BILL/SUMINA0001/COM
  2..AUTOSF/YES
  3..HHT/31MARSYD/P-60/S-GREATS/R-261AUD/G-AUD/C-61067015*1    ¥
MD«
  4..Z*INV PREFIX-                                             ¥
  5.H-I-PASSPORT-H01283901--CHAN SUMINA
  6.H-I-ADDR-1A, BEAUTIFUL TOWER, TST
  7.H-I-ADDR-KOWLOON, HK
  8..AUTOINV/YES
  9..AUTOXO/YES
RECEIVED FROM - XMML
7DND.7DND*AB6 0103/23DEC20 XQFOGT H
```

Explanation:

❶ Invoice remarks that for "Passive Hotel", "Passive Car" & "Passive Insurance" segments.

❷ Auto Sales Folder – Host command ""5.AUTOSF/YES" uploaded in the PNR.
Auto Invoice – Host command "5.AUTOINV/YES" uploaded in the PNR.
Auto XO – Host command "5.AUTOXO/YES" uploaded in the PNR

- Once above "5.AUTO…" remarks present in the PNR, those documents will be auto created in the PowerSuite App.

4. PNR Pricing for BSP Ticket

When all the relative segments being created in the PNR, you may go ahead to Price the PNR by Auto-Pricing (WP) command or Rate Desk Pricing (W¥C) comment.

***Let's use Auto-Pricing as the example*.**

Step1. Retrieve the PNR

```
*OXOPZO«
 1.1WONG/CINDY MS  2.1LUI/CHERYL MISS
 1 QF  35Y 01MAY 3 MELSIN HK2  1200  1800  SPM /DCQF*5ERQWJ /E
 2 QF  36Y 07MAY 2 SINMEL HK2  2015  0540   08MAY 3 SPM
                                              /DCQF*5ERQWJ /E
```

Step2. Auto Pricing command = WPAQF

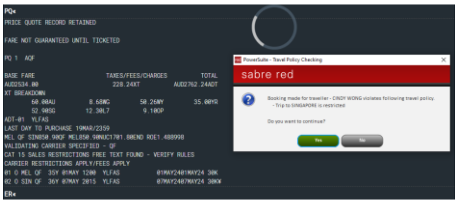
```
WPAQF«
01MAY DEPARTURE DATE-----LAST DAY TO PURCHASE 19MAR/23:59
           BASE FARE              TAXES/FEES/CHARGES
2-       AUD2534.00                   AUD228.24XT     AUD2762.24ADT                     TOTAL:  AUD5524.48
   XT          60.00AU     8.68WG          50.26WY         35.00YR
               52.90SG    12.30L7           9.10OP                             FOP FEES PER TICKET MAY APPLY
             5068.00                      456.48
ADT-2        YLFAS
MEL QF SIN850.90QF MEL850.90NUC1701.80END ROE1.488998
CARRIER RESTRICTIONS APPLY/FEES APPLY
VALIDATING CARRIER SPECIFIED - QF
CAT 15 SALES RESTRICTIONS FREE TEXT FOUND - VERIFY RULES
FORM OF PAYMENT FEES PER TICKET MAY APPLY
```

Step3. Accept and stored the PQ record in PNR.

```
PQ«
PRICE QUOTE RECORD RETAINED

FARE NOT GUARANTEED UNTIL TICKETED

PQ 1   AQF

BASE FARE                        TAXES/FEES/CHARGES           TOTAL
AUD2534.00                          228.24XT            AUD2762.24ADT
XT BREAKDOWN
          60.00AU          8.68WG           50.26WY          35.00YR
          52.90SG         12.30L7            9.10OP
ADT-01  YLFAS
LAST DAY TO
MEL QF SIN8
VALIDATING
CAT 15 SALE
CARRIER RES
01 O MEL QF
02 O SIN QF
```

```
ER«
 1.1WONG/CINDY MS  2.1LUI/CHERYL MISS
 1 QF  35Y 01MAY 3 MELSIN HK2  1200  1800  SPM /DCQF*5ERQWJ /E
 2 QF  36Y 07MAY 2 SINMEL HK2  2015  0540   08MAY 3 SPM
                                              /DCQF*5ERQWJ /E
TKT/TIME LIMIT
  1.TAW/
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
  4.SYD 2334567-WONG KAMMY MS-B
  5.SYD 65712345-WONG KAMMY MS-M
PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
ADDRESS
     PSCLOUDAU-DEMO
     NO. 8, ELIZABETH STREET ABC
     BRISBANE, QLD, 4000
     AUSTRALIA
PRICE QUOTE RECORD EXISTS - SYSTEM¥
```

Note: Upon pricing complete and ER send to the Host, a ***Travel Policy Checking*** will be performed and validate again.
If the PNR save with violated the restriction before, the warning message will prompt again at E or ER.



5. Ticket Issuance – BSP Ticket

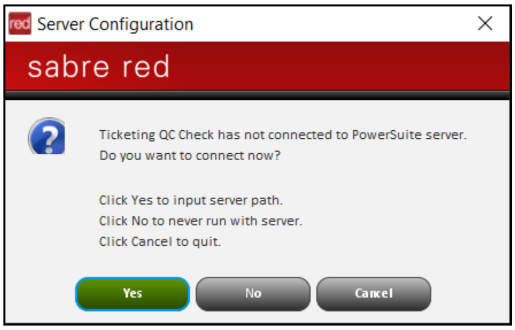
Upon completed the pricing, the next step is going to issue the ticket for customer. There has 2 Apps will perform the checking automatically while ticket issuance. They are (1) Ticketing QC Check (2) Credit Limit Check.

- **Ticketing QC Check** – It is developed for travel agencies that use PowerSuite to maintain the mandatory MIS fields for generic corporate interface. When users issue the ticket, it is required to check and prompt user to enter the mandatory MIS fields if it is missing in PNR.

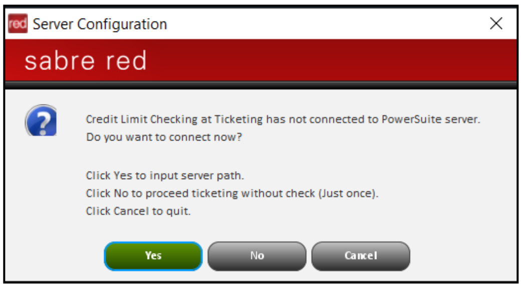
- **Credit Limit Check** – It will help to check the credit limit balance for this customer account while ticketing.

Important Note: Both "Ticketing QC Check" & "Credit Limit Check" require server URL to connect to PSFOWebServiceHost. It should be installed during PowerSuite installation. If it is not connected, below prompt will be triggered when performing the ticket command **W¥PQ¥……**

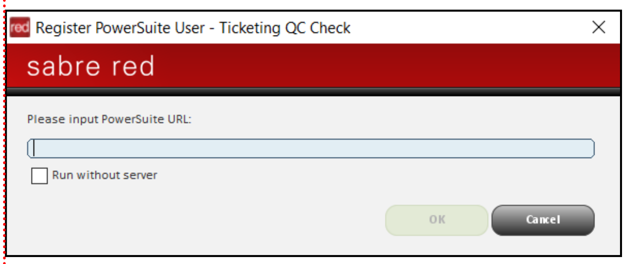
(i) Ticketing QC Check

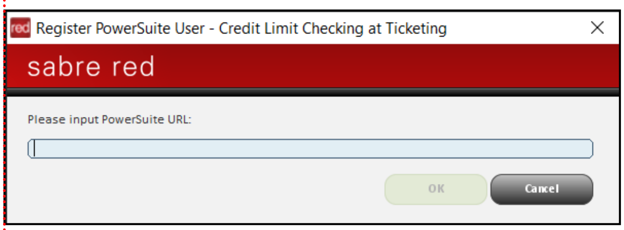


(ii) Credit Limit Check



⇒ Yes – to input the PowerSuite webservice URL.
⇒ No – to run without server.
⇒ **Cancel – to quit and stop ticketing**





Tips:

⇒ Once updated, it will not be prompted again while ticketing or launching the App.
⇒ Some of the Apps are required to connect to the same PSFOWebService Host, therefore if either one of the App that are connected, the other Apps will be connected automatically.

A. Validation Passed for Ticketing QC Check and/or Credit Limit Check

I. Non – UATP Ticket issuance

Step1. Retrieve the PNR and select the PQ record for ticket issuance.

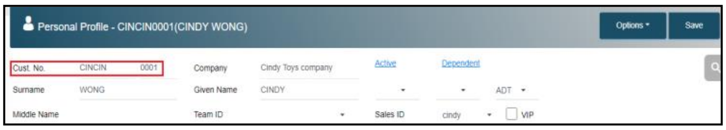
```
*N*IA«
 1.1WONG/CINDY MS
 1 NZ 120Y 01MAY 3 MELAKL HK1  0835  1415  SPM /DCNZ*T7UJ6H /E
 2 NZ 125Y 11MAY 6 AKLMEL HK1  1525  1725  SPM /DCNZ*T7UJ6H /E
*PQS«
        PRICE QUOTE RECORD - SUMMARY BY NAME NUMBER

                  RETAINED FARE
NAME     PQ TYPE TKT DES        M/S/A CREATED       TKT TTL
 1.1      1  ADT                   S    21FEB AUD   2051.84
```

Step2. Perform Ticketing and **FOP = INVAGT**.
W¥PQ1N1.1¥ANZ**¥FINVAGT**¥EO/VALID ON NZ ONLY.NONENDO¥KP2¥UN*QS001¥ETR¥ER«

Ticketing QC Check

A series of checking will be performed and validate at the backend. It will check is there any "**5.BILL/….**" remarks as well as the interface remarks **"5X/…"** exist in the PNR. If both are existed, then system will c … t is matched, then system will continue for next checking "(

```
*P5«
REMARKS
  1..BILL/CINCIN0001/COM
  2..AUTOSF/YES
  3.X/-*COD1*YOUR REFERENCE/R6789120
  4.X/-*COD2*DEPARTMENT/MARKETING
  5.X/-*COD3*EMPLOYEE/H8887123
  6.X/-*COD4*ACCOUNT NO/ABC123
```



Tips:

⇒ If bill to company, it will show as **5.BILL/<customer no.>/COM**

⇒ If bill to personal, it will show as **5.BILL/<customer no.>, without** the /COM. However, Ticketing QC Check will quit because bill to personal means it is a personal trip that does not need the MIS data.

Credit Limit Check

After performing the Ticketing QC Check and passed the validation. System will go to next checking "Credit Limit Check". Same as Ticketing QC Check, system will check is there any "**5.BILL….**" remarks exist in the PNR and this customer no., is it match in PowerSuite? Once matched, system will compare the available credit limit with the total ticket amount. If it is within the available credit limit, it will pass the validation and continue to process the ticket issuance.

```
W¥PQ1N1.1¥ANZ¥FINVAGT¥EO/VALID ON NZ ONLY.NONENDO¥KP2¥UN*QS001¥ETR«
PERFORMING CREDIT LIMIT CHECK .....
RETRIEVING PNR DETAIL
BILLING COMPANY: CINCIN-CINDY TOYS COMPANY
PASSED THE CREDIT CONTROL .....
```

II.

```
*N*IA«
 1.1WONG/CINDY MS
 1 NZ 120Y 01MAY 3 MELAKL HK1  0835  1415  /DCNZ*4QTYHH /E
 2 NZ 125Y 11MAY 6 AKLMEL HK1  1525  1725  /DCNZ*4QTYHH /E
*PQS«
        PRICE QUOTE RECORD - SUMMARY BY NAME NUMBER

                  RETAINED FARE
NAME     PQ TYPE TKT DES        M/S/A CREATED       TKT TTL
```

Passed the Credit Limit Check Response.

Step2. Perform Ticketing with **FOP = Credit card**.
W¥PQ1N1.1¥ANZ¥**F*AX37123**….¥EO/VALID ON NZ ONLY.NONENDO¥KP2¥UN*QS002¥ETR¥ER«

Ticketing QC Check

Performing the same checking as of Non-UATP ticket issuance. If both "**5.BILL/….**" & "**5X/…..**" existed in the PNR and matched the customer no. which maintained in PS, it will proceed the next steps.

Credit Limit Check

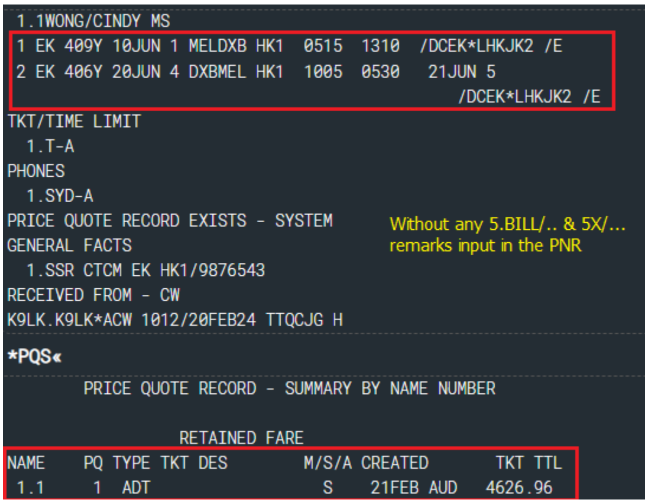
Credit Limit Check will **NOT** be performed because the Form of Payment is 'Credit Card" which will be directly debit to the customer's credit card.

```
OK    2051.84   2341
ETR MESSAGE PROCESSED
FARE NOT GUARANTEED
OK 6.6
TKDMSM
 1.1WONG/CINDY MS
 1 NZ 120Y 01MAY 3 MELAKL HK1  0835  1415  /DCNZ*4QTYHH /E
 2 NZ 125Y 11MAY 6 AKLMEL HK1  1525  1725  /DCNZ*4QTYHH /E
TKT/TIME LIMIT
  1.T-21FEB-K9LK*ACW
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
PRICE QUOTE RECORD EXISTS - SYSTEM
REMARKS
  1..BILL/CINCIN0001/COM
  2..AUTOSF/YES
  3.X/-*COD1*YOUR REFERENCE/R6789120
  4.X/-*COD2*DEPARTMENT/MARKETING
  5.X/-*COD3*EMPLOYEE/H8887123
  6.X/-*COD4*ACCOUNT NO/ABC123
  7.XXAUTH/2341     *Z/AX0120
  8.XXTAW/
ACCOUNTING DATA
  1.   NZ¥9119771711/  36.60/    1830.00/ 221.84/ONE/CCAXXXXXXXX
      XXXX0120 1.1WONG CINDY MS/1/F/E
RECEIVED FROM - CW
K9LK.K9LK*ACW 0929/20FEB24 TKDMSM H
```

B. Validation <u>NOT</u> Passed for Ticketing QC Check and/or Credit Limit Check

I. Non – UATP Ticket issuance

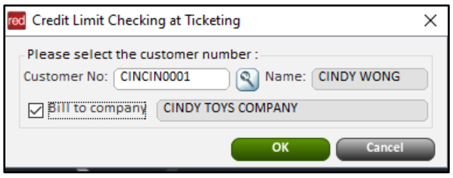
Step1. Retrieve the PNR where missing the "**5.BILL/…**" and "**5X/….**" Remarks.



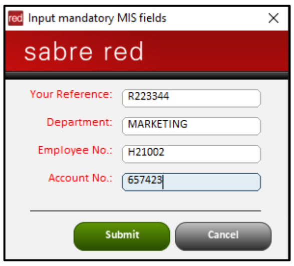
Step2. Perform Ticketing and **FOP = INVAGT.**
W¥PQ1N1.1¥AEK¥FINVAGT¥EO/NON-END/FLEX PLUS¥KP2¥UN*EK003ABC245¥ETR¥ER«

Ticketing QC Check

(1) System will prompt to select the customer no. if missing the "**5.BILL/….**" remark.
Click 🔍 to search the customer and then click [OK] button.



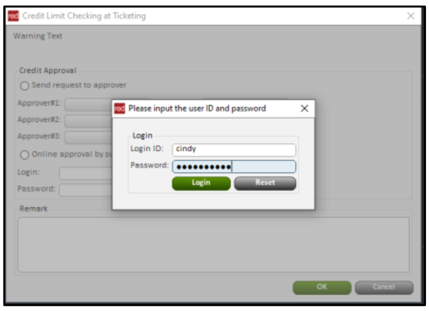
(2) Another prompt will be shown to input the MIS data if missing the "**5X/….**" remark.
Input all the mandatory fields and click [Submit] button to process the next checking.



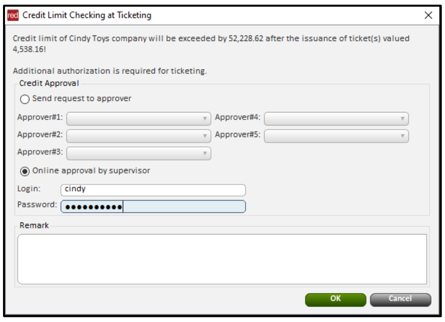
Credit Limit Check

If the credit limit for the billing customer is exceeded, below message will be prompt for further action.

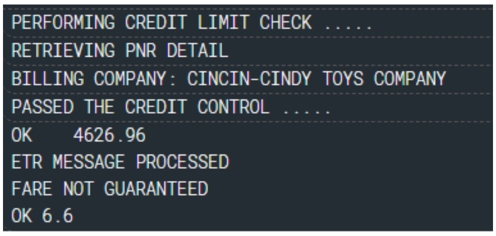
(3) System will prompt to login if you don't log in to the Credit Limit Check App before ticket issuance.



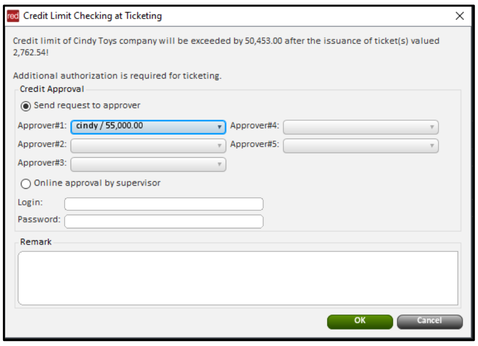
(4.1) After logging in, select “Online approval by Supervisor”, input the login ID and password, then click on [OK] button.

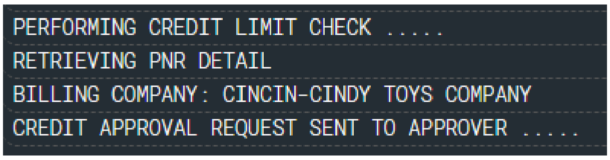


(5) Once click on [OK] button, system will proceed to issue ticket immediately.

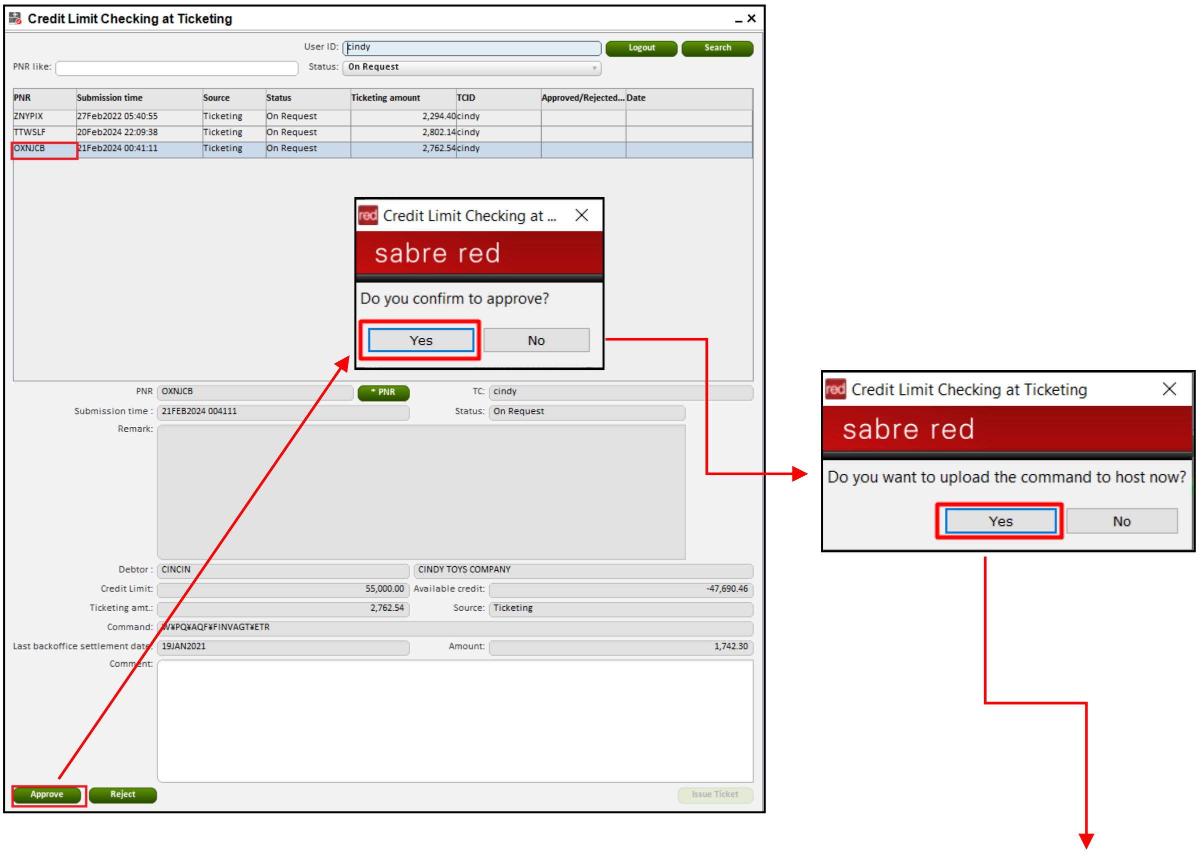


(4.2) If select “Send request to approver”. The ticket will not be issued and waiting the approver to take the action.

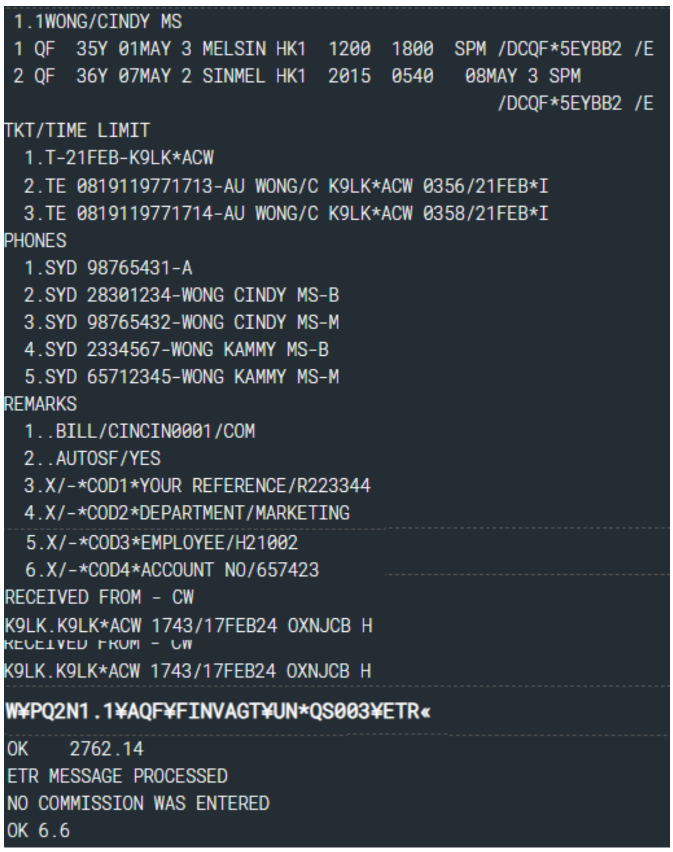




The approver will launch the "Credit Limit Check" App to approve the request. Once click on the [Approve] button, 2 message boxes will be shown. The 1st one is to confirm the approval and the 2nd one is confirm to upload the ticketing command to host immediately.



(5) Once confirm to click [Yes], system will retrieve the PNR and issue the ticket immediately.



```
1.1WONG/CINDY MS
1 QF  35Y 01MAY 3 MELSIN HK1  1200  1800  SPM /DCQF*5EYBB2 /E
2 QF  36Y 07MAY 2 SINMEL HK1  2015  0540   08MAY 3 SPM
                                               /DCQF*5EYBB2 /E
TKT/TIME LIMIT
  1.T-21FEB-K9LK*ACW
  2.TE 0819119771713-AU WONG/C K9LK*ACW 0356/21FEB*I
  3.TE 0819119771714-AU WONG/C K9LK*ACW 0358/21FEB*I
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
  4.SYD 2334567-WONG KAMMY MS-B
  5.SYD 65712345-WONG KAMMY MS-M
REMARKS
  1..BILL/CINCIN0001/COM
  2..AUTOSF/YES
  3.X/-*COD1*YOUR REFERENCE/R223344
  4.X/-*COD2*DEPARTMENT/MARKETING
  5.X/-*COD3*EMPLOYEE/H21002
  6.X/-*COD4*ACCOUNT NO/657423
RECEIVED FROM - CW
K9LK.K9LK*ACW 1743/17FEB24 OXNJCB H
K9LK.K9LK*ACW 1743/17FEB24 OXNJCB H
W¥PQ2N1.1¥AQF¥FINVAGT¥UN*QS003¥ETR«
OK    2762.14
ETR MESSAGE PROCESSED
NO COMMISSION WAS ENTERED
OK 6.6
```

II. UATP Ticket issuance

Step1. Retrieve the PNR where missing update “**5.BILL/…**” & “**5X/…**” remarks.

```
 1.1WONG/CINDY MS
 1 EK 409Y 10JUN 1 MELDXB HK1  0515  1310  /DCEK*P5FG5F /E
 2 EK 406Y 20JUN 4 DXBMEL HK1  1005  0530   21JUN 5
                                            /DCEK*P5FG5F /E
TKT/TIME LIMIT
  1.TAW/
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
RECEIVED FROM - CW
K9LK.K9LK*ACW 1556/20FEB24 TNINFN H
*PQS«
        PRICE QUOTE RECORD - SUMMARY BY NAME NUMBER

                  RETAINED FARE
NAME    PQ TYPE TKT DES        M/S/A CREATED       TKT TTL
 1.1     1  ADT                  S    21FEB AUD   4626.96
```

Without update any 5.BILL/… & 5X/…remarks in PNR.

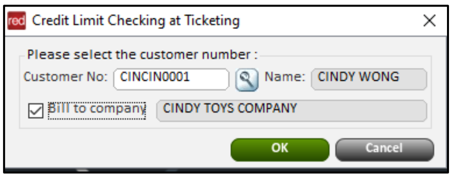
Step2. Perform Ticketing with **FOP = Credit card.**
W¥PQ1N1.1¥AEK¥**F*AX37123**….¥EO/NON-END/VALID ON EK ONLY ¥KP2¥UN*QS004¥ETR¥ER«

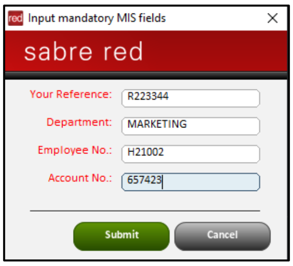
Ticketing QC Check

They are performing the same checking as for Non-UATP ticket issuance. If both “**5.BILL/….**” & “**5X/…..**” that is missing in the PNR, below message prompt will pop up for the user to update the customer no. and the mandatory MIS fields in PNR. Once updated, the system will go for subsequent checking if applicable.

(1) Search and update the customer no. then click on [OK] button.

(2) Update the mandatory MIS fields, then click on [Submit] button.





Credit Limit Check

Credit Limit Check will **NOT** be performed because the Form of Payment is ‘Credit Card” which will be directly debit to the customer’s credit card

```
OK     4626.96    2311
ETR MESSAGE PROCESSED
FARE NOT GUARANTEED
OK 6.6
```

```
 1.1WONG/CINDY MS
 1 EK 409Y 10JUN 1 MELDXB HK1  0515  1310  /DCEK*P5FG5F /E
 2 EK 406Y 20JUN 4 DXBMEL HK1  1005  0530   21JUN 5
                                            /DCEK*P5FG5F /E
TKT/TIME LIMIT
  1.T-21FEB-K9LK*ACW
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
PRICE QUOTE RECORD EXISTS - SYSTEM
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
  1.OSI YY CTCB 28301234 WONG CINDY MS
  2.OSI YY CTCM.98765432
REMARKS
  1..BILL/CINCIN0001/COM
  2.V¥PASSPORT HK H98012983 01JAN2027 HK WONG/CINDY MS
  3..AUTOSF/YES
  4.X/-*COD1*YOUR REFERENCE/R223344
  5.X/-*COD2*DEPARTMENT/MARKETING
  6.X/-*COD3*EMPLOYEE/H21002
  7.X/-*COD4*ACCOUNT NO/657423
  8.XXAUTH/2311      *Z/AX0120
  9.XXTAW/
ACCOUNTING DATA
  1.  EK¥9119771715/  88.80/    4440.00/ 186.96/ONE/CCAX37XXXXX
      XXXX0120 1.1WONG CINDY MS/1/F/E
RECEIVED FROM - CW
K9LK.K9LK*ACW 1556/20FEB24 TNINFN H
```

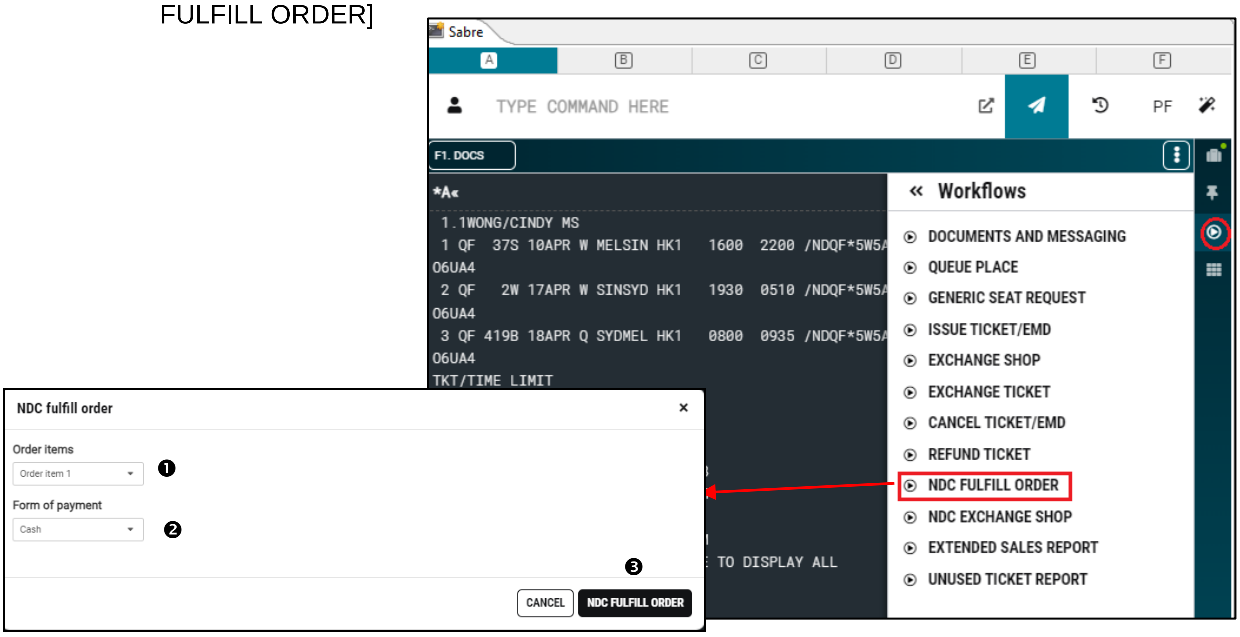
6. How to issue a NDC Ticket (NDC Order Fulfillment)

Use these steps to ticket (fulfill) a NDC reservation. Order Items created are on hold for the time displayed under the Ticketing Time Limit. Reservations are not confirmed until fulfilled.

Step1. Display the created NDC Booking

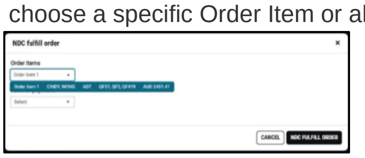
Ticket Time Limit – This shows when a document for an Order item needs to be issued.

Step2. Click the [Play] Button at the right side to access the Workflows panel, and then select [NDC FULFILL ORDER]



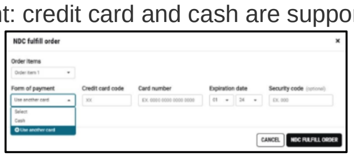
Explanation:

❶ **Order Items -** The "NDC fulfill order" screen gives you a choice of the Order Items to select for fulfillment. You can choose a specific Order Item or all the Order Items.



❷ **Form of payment** - You can specify a Form of Payment: credit card and cash are supported.

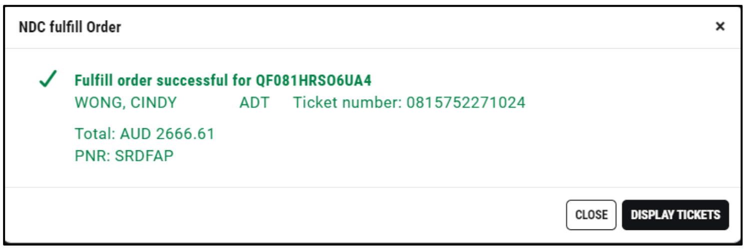
Or



If the PNR in session contains a Form of Payment in the "5-"or "FOP" field then it will be prepopulated in here allowing you to choose from the drop-down.

❸ **NDC FULFILL ORDER** - Click this button to submit the Form once all necessary payment details are provided.

Step3. Click [NDC FULFILL ORDER] to submit the FORM and when fulfillment is successful, a confirmation message with the ticket number will be returned.



You may use *A to display the PNR or thru SRW360 Graphical view to view it.

```
*A«
 1.1WONG/CINDY MS
 1 QF  37S 10APR W MELSIN HK1   1600  2200 /NDQF*5W5AS9/QF081HRS
O6UA4
 2 QF   2W 17APR W SINSYD HK1   1930  0510 /NDQF*5W5AS9/QF081HRS
O6UA4
 3 QF 419B 18APR Q SYDMEL HK1   0800  0935 /NDQF*5W5AS9/QF081HRS
O6UA4
TKT/TIME LIMIT
  1.T-21FEB-K9LK*ACW
PHONES
  1.SYD 98765431-A
  2.SYD 28301234-WONG CINDY MS-B
  3.SYD 98765432-WONG CINDY MS-M
  4.SYD 2334567-WONG KAMMY MS-B
  5.SYD 65712345-WONG KAMMY MS-M
FORM OF PAYMENT DATA EXISTS *FOP TO DISPLAY ALL
PASSENGER EMAIL DATA EXISTS  *PE TO DISPLAY ALL
ADDRESS
    PSCLOUDAU-DEMO
    NO. 8, ELIZABETH STREET ABC
    BRISBANE, QLD, 4000
    AUSTRALIA
GENERAL FACTS
  1.OSI YY CTCT 98765431 CINDY/GR ENA/DEMO2 WONG
  2.OSI YY CTCT PSCLOUDAU-DEMO
  3.OSI YY CTCB 28301234 WONG CINDY MS
  4.OSI YY CTCM.98765432
  5.OSI YY CTCE CINDY.WONG//ABC.COM
  6.OSI YY CTCB 2334567 WONG KAMMY MS
REMARKS
  1..BILL/CINCIN0001
  2.V¥PASSPORT HK H98012983 01JAN2027 HK WONG/CINDY MS
  3.S¥ SEAT NSSA WONG/CINDY MS
  4.M¥ MEAL VGML WONG/CINDY MS
  5..AUTOSF/YES
ACCOUNTING DATA
  1.  QF¥5752271024/   0.00/AUD    2395.00/     271.61/ONE/CA 1
      .1WONG CINDY/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXCT0Z2C06
K9LK.K9LK*ACW 0920/19FEB24 SRDFAP H
```

For the NDC ticket, the indicator in *T is showing as "TO"

```
*T«
TKT/TIME LIMIT
  1.T-21FEB-K9LK*ACW
  2.TO 0815752271024-XX WONG/C K9LK*ACW 1023/21FEB*
```

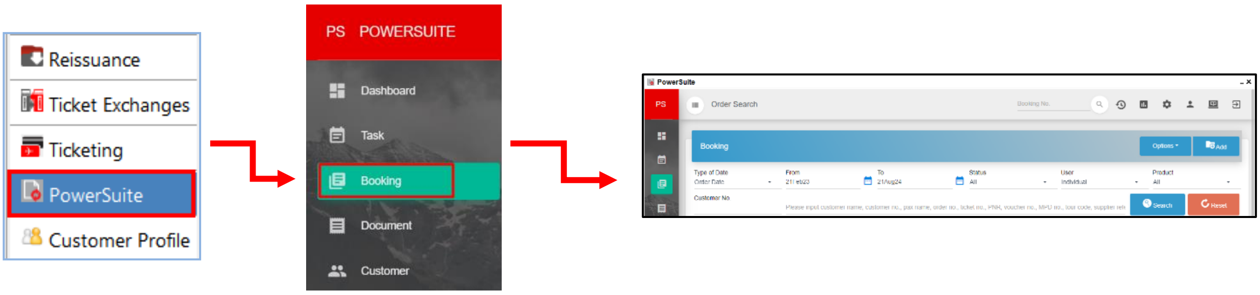
7. PowerSuite App – Auto Sales Folder/Invoice/Exchange Order

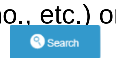
After performing all the validation, ticket being issued by system and passive segments are being created. We are now going for the "*Final Automation Step*" **- PowerSuite App -** to generate documents automatically such as "***Sales Folder***", "***Invoice***" & "***Exchange Order***.

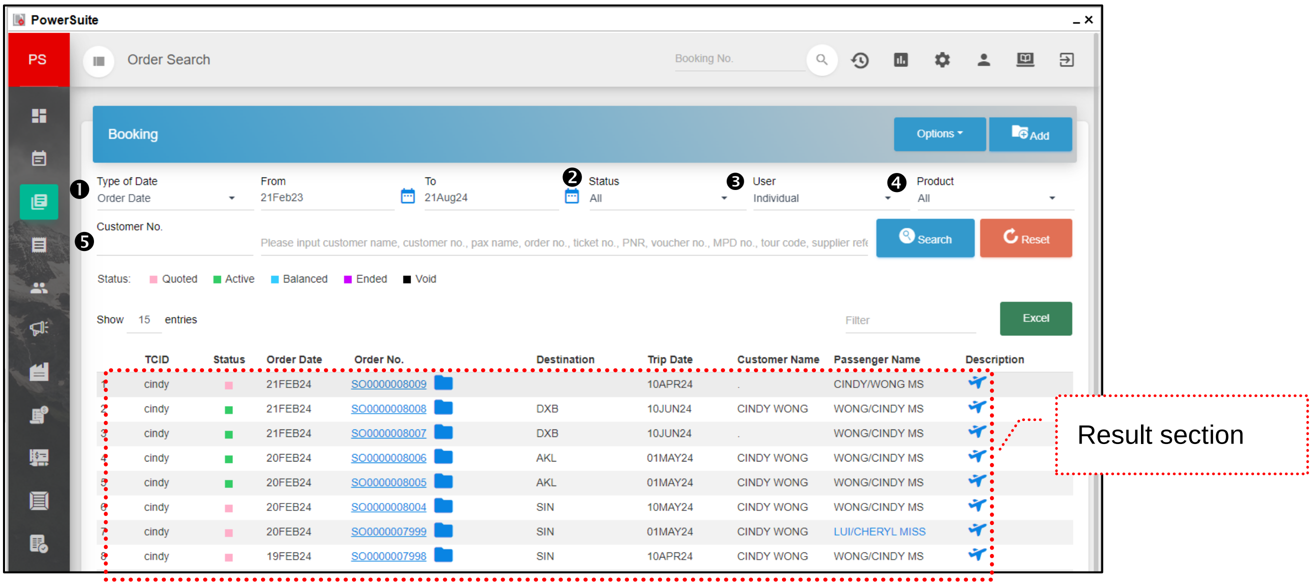
A. Auto Sales Folder

Sales folder and item can be created automatically in PowerSuite App after the IUR file is processed.

Step1. Launching the PowerSuite App, then select [Booking] from left side, the "Order Search" will display.



Step2. Input the searching criteria (such as Date, Customer no., Ticket no., etc.) or select those criterias (Status, User, Services) in the drop-down list. Then click  to search the order records.



Explanation:

❶ Order Date/Trip Date – Input or select the date from the pop up calendar.

❷ Status - Default is "All" status, user may select "Raised" , "Balanced", "End" or "Void" from the drop-down list.

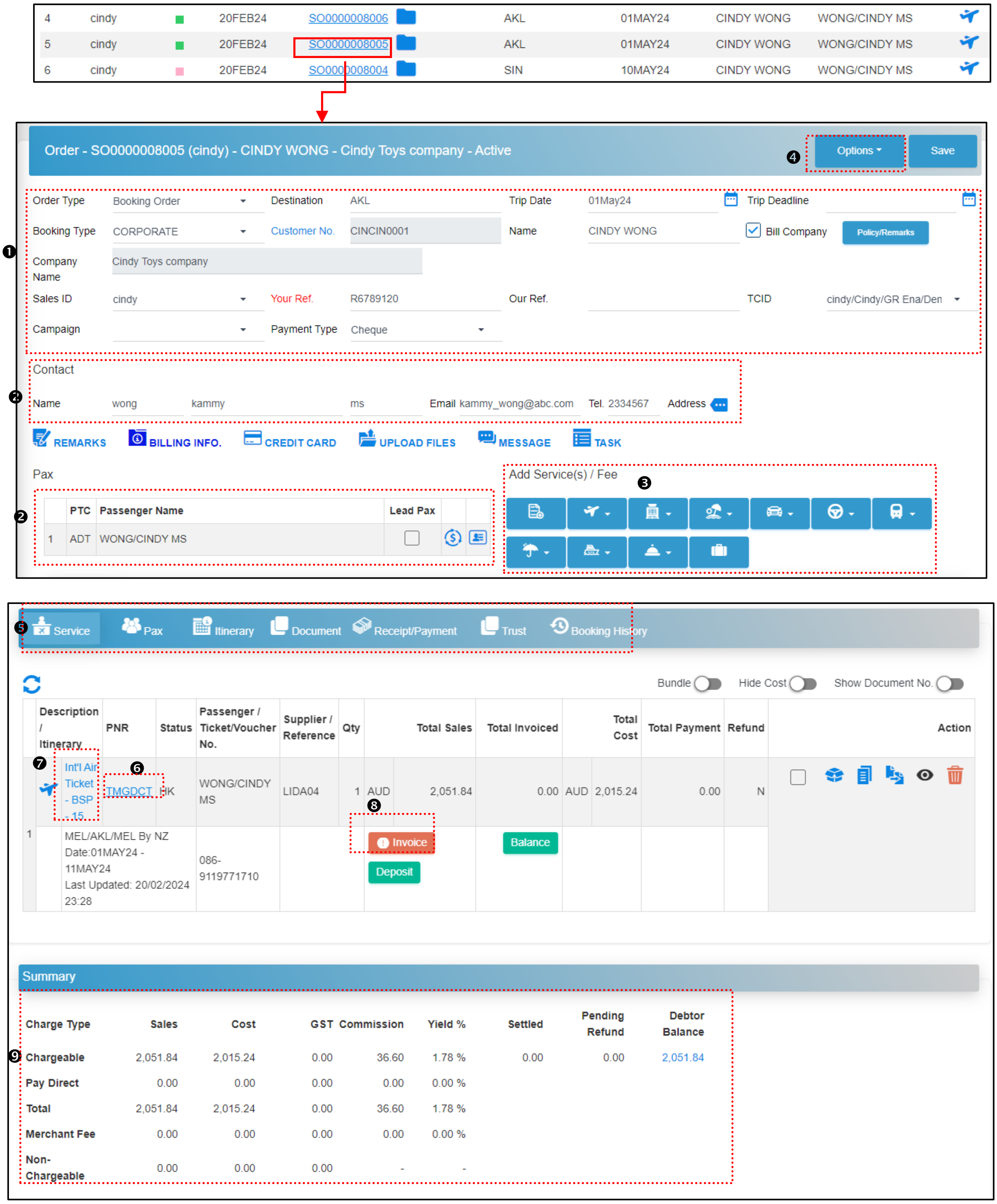
❸ User – Select the order that created by "Individual" or "Group" travel consultants.

❹ Product – Select which service that you want to search. The drop-down will list all the services that provided by the agency.

❺ Input the exact or few characters / number in this fields, such as Customer no., Pax name, Order no. Ticket no. etc. for searching. It can be used comma (,) in-between each criteria for searching.

Step3. Those order(s) that meet with the selected criteria(s) will be listed in the result section. Then click on the hyperlink of the order no., the corresponding order will be opened in a new window tab for follow-up.

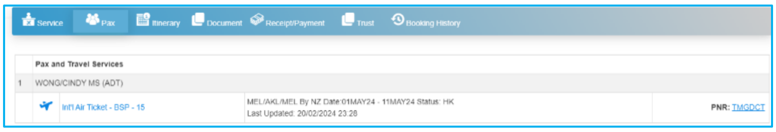
Result Screen:



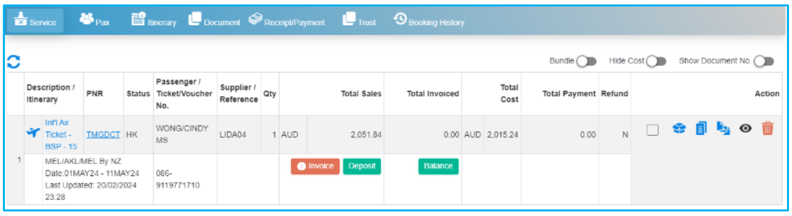
Explanation:

❶ Billing Information – such as Customer no., Passenger name and Company name.
❷ Passenger contact information.
❸ Add- service(s) – Select any service icon(s) that you want additional to add in this Sales Folder.
❹ [Option] button – Click on this button to issue documents, like quotation, invoice, etc.
❺ Booking and Document view – Select to view the service(s) “By Pax”, “By Service” or “By Document”.

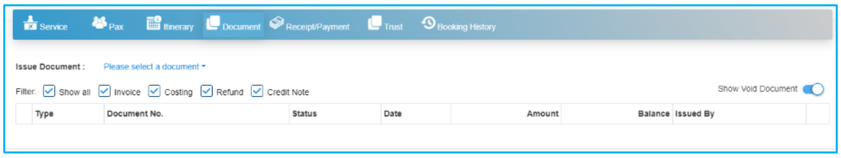
By Pax: Shows the services that subscribed by each passenger.



By Service: Lists the service(s) subscribed in the order with sales and cost information

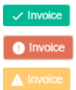


By Document: Lists the document(s) with status that are issued for this sales order.



❻ RLoc hyperlink – Click on the hyperlink to retrieve the rloc in Host.
❼ Int’l Air Ticket hyperlink – Click on the hyperlink to display the Cost and Price and the details of ticket.
Hotel hyperlink – Click on the hyperlink to display the Price & Cost and the details of the hotel.
Insurance hyperlink - Click on the hyperlink to display the Price & Cost and the details of the insurance.

❽ “Invoice” with



- Invoice for the item has been issued and printed.
- No invoice has been issued for the item (i.e. pending invoice issuance).
- Invoice has been issued for the item but not in “printed” status.

❾ Sales Order Footer – Total sales, cost, profit and outstanding amount. It shows the amount captures from the total services subscribed in the order.

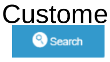
Step4. Make the necessary action on the retrieved Sales Order. Such as retrieve the “Invoice” or “Exchange Order” for follow up.

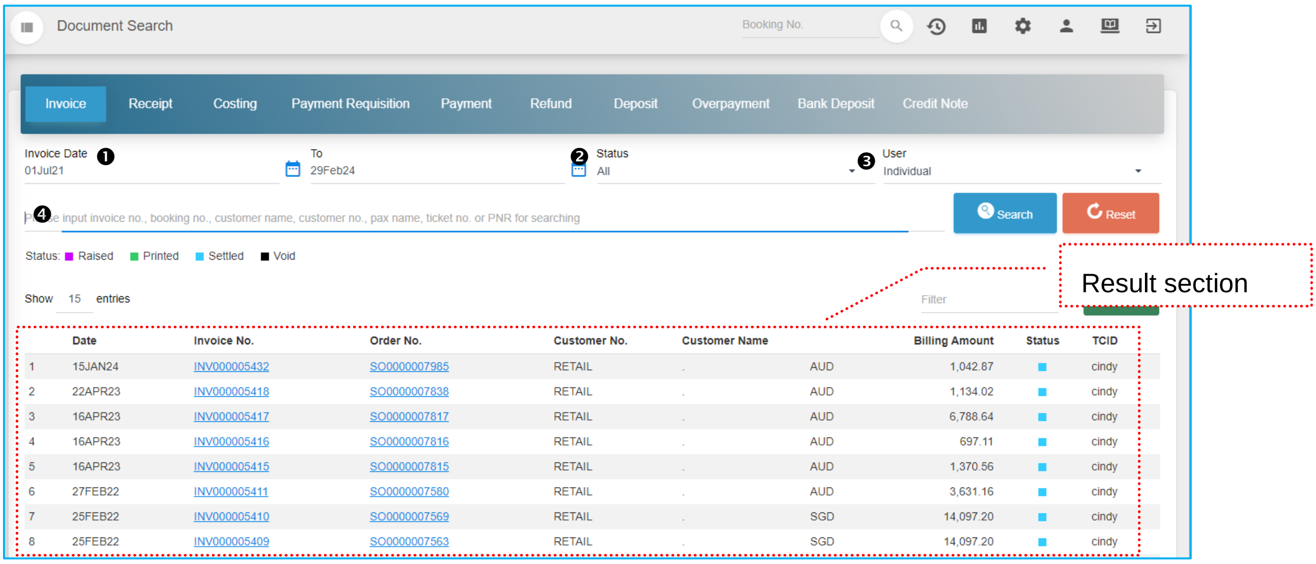
Let’s moving on to next step – “Auto Invoice”

B. Auto Invoice

Invoice will be generated automatically in PowerSuite App after the IUR file is processed. Therefore, user can search the Invoice through the “Invoice search page” to locate the Invoice quickly for printing or information checking.

Step1. Launching the PowerSuite App, select [Document] from the left side and then click the bullet “Invoice” to access the page.

Step2. Input the searching criteria (such as Date, Invoice no., Customer no., Ticket no., etc.) or select those criteria (Status, User) in the drop-down list. Then click  to search the invoice records.



Explanation:

❶ Invoice Date – Input or select the date from the pop up calendar.

❷ Status - Default is “All” status, user may select “Raised” , “Printed”, “Settled” or “Void” from the drop-down list.

❸ User – Select the invoice that created by “Individual” or “Group” travel consultants.

❹ Input the exact or few characters / number in this fields, such as Invoice no., Customer name and no., Pax name, PNR or Ticket no.for searching. It can be used comma (,) in-between each criteria for searching.

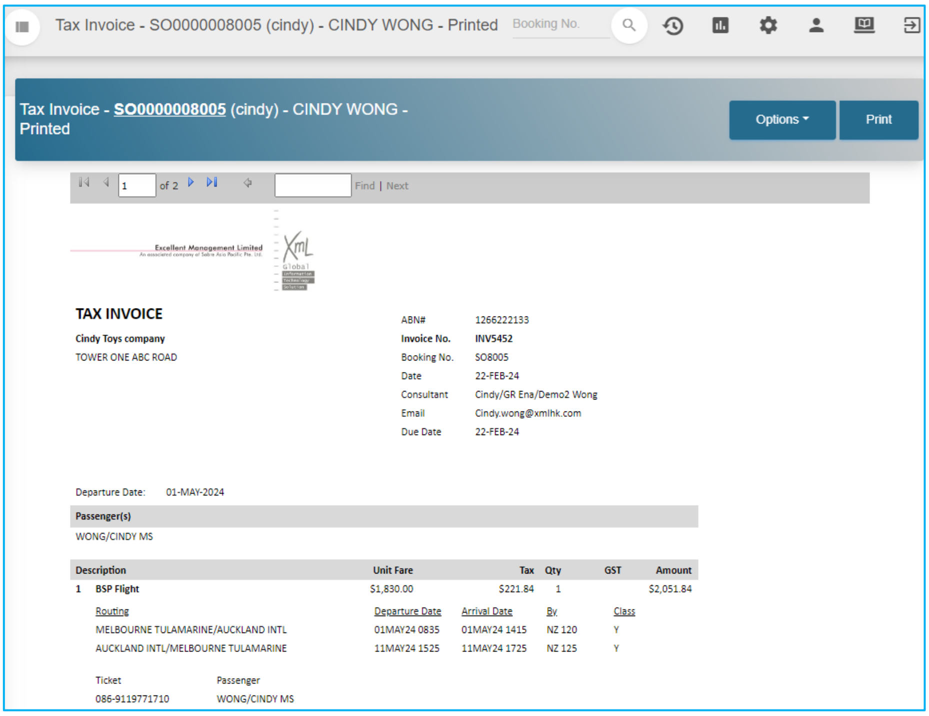
Step3. Those invoice(s) that met with the selected criteria(s) will be listed in the result section. Then click on the hyperlink of invoice no., the corresponding invoice will be opened in a new window tab for follow-up.

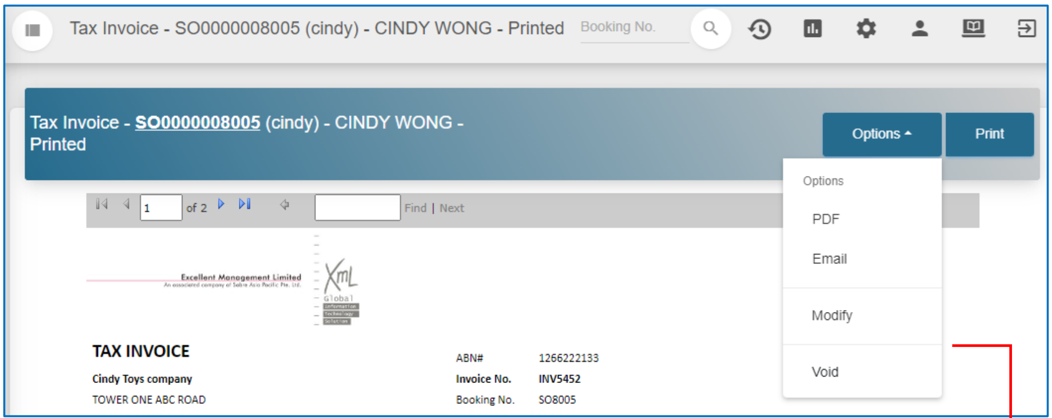
Result Screen:

	Date	Invoice No.	Order No.	Customer No.	Customer Name		Billing Amount	Status	TCID
1	22FEB24	INV000005452	SO0000008005	CINCIN0001	CINDY WONG	AUD	2,051.84		cindy
2	22FEB24	INV000005451	SO0000007999	CINCIN0001	CINDY WONG	AUD	5,524.48		cindy
3	15JAN24	INV000005432	SO0000007985	RETAIL	.	AUD	1,042.87		cindy

Showing 1 to 3 of 3 entries

FIRST PREVIOUS 1 NEXT LAST





Explanation:

Options

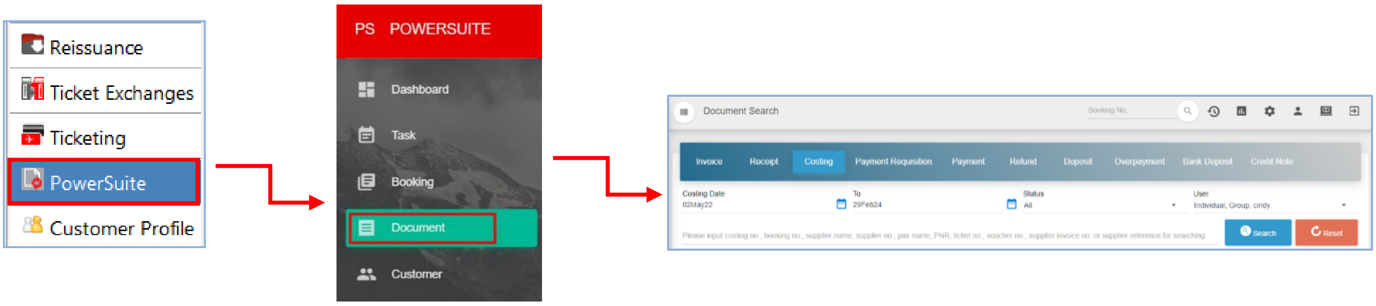
PDF – Click to save Invoice as PDF
Email – Click to send invoice to customer by email
Modify – Click to modify invoice
Void – Click to void invoice

Print – Click to print invoice. Invoice will change to "Printed" status

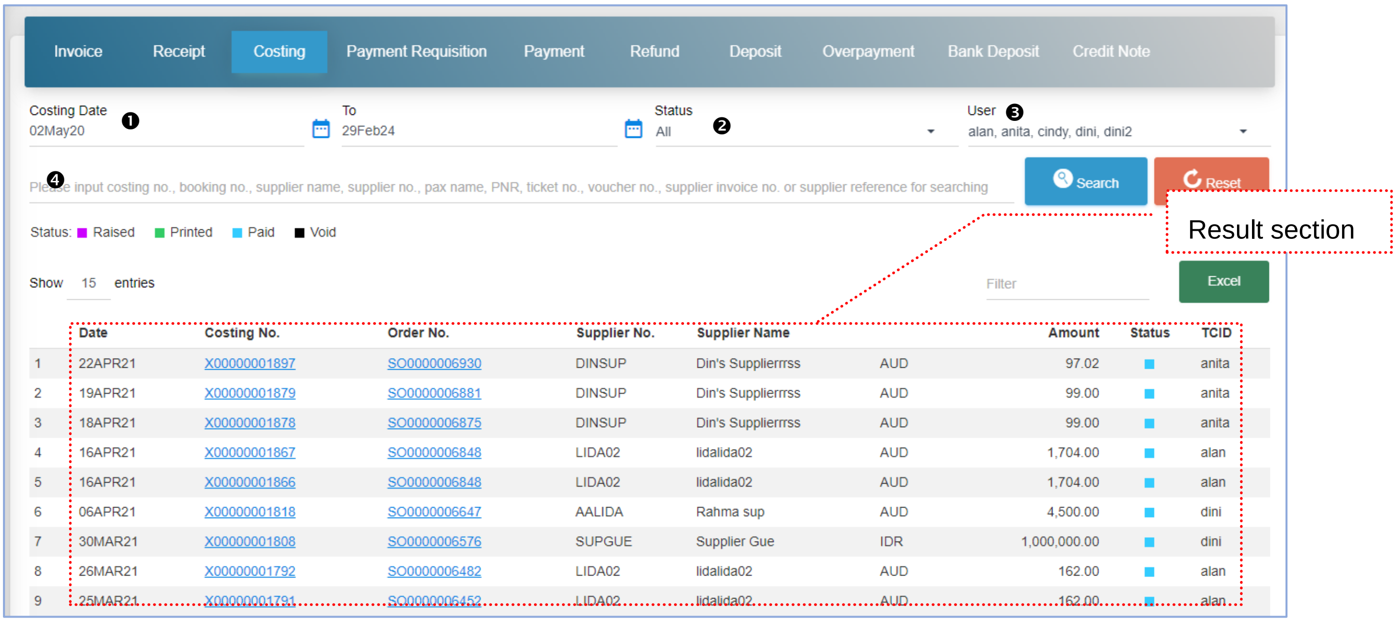
C. Auto Exchange Order

Exchange Order (XO) will be generated automatically in PowerSuite App after the IUR file is processed. Therefore, user can search the XO through the “Costing” page to locate the XO quickly for printing or information checking.

Step1. Launching the PowerSuite App, select [Document] from the left side and then click on “Costing” to access the page.



Step2. Input the searching criteria (such as Date, Costing no., Supplier name or no., PNR etc.) or select those criterias (Status, User) in the drop-down list. Then click Search to search the Exchange Order.



Explanation:

❶ Costing Date – Input or select the date from the pop up calendar.

❷ Status - Default is “All” status, user may select “Raised” , “Printed”, “Paid” or “Void” from the drop-down list.

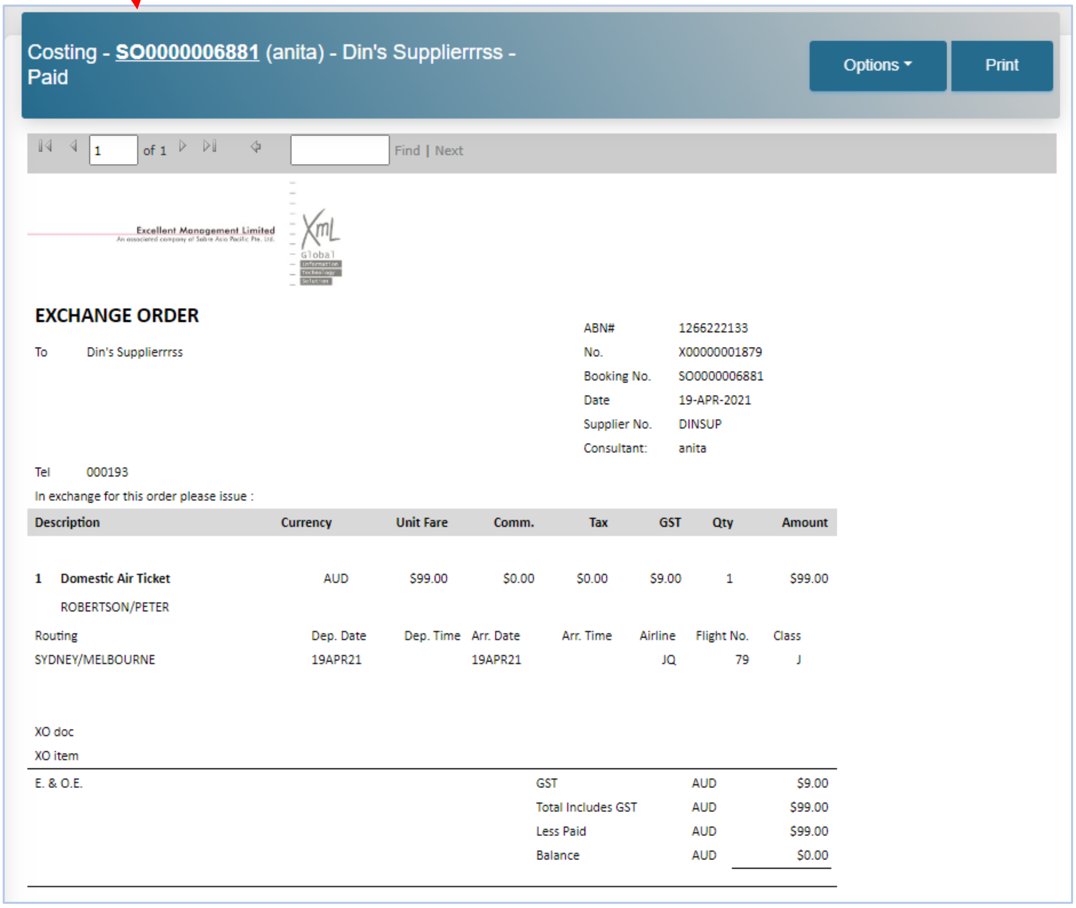
❸ User – Search the XO that created by “Individual” or “Group” travel consultants.

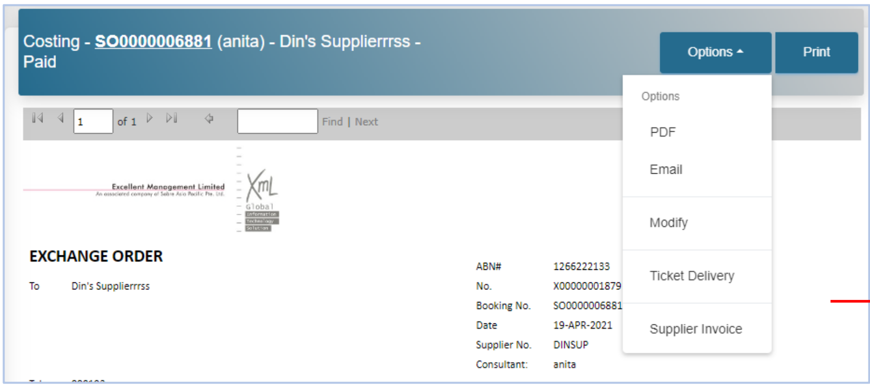
❹ Input the exact or few characters / number in this fields, such as Costing no., Supplier name or no., Pax name, PNR for searching. It can be used comma (,) in-between each criteria for searching.

Step3. Those XO(s) that met with the selected criteria(s) will be listed in the result section. Then click on the hyperlink of Exchange Order no., the corresponding XO will be opened in a new window tab for follow-up.

Result Screen:

	Date	Costing No.	Order No.	Supplier No.	Supplier Name		Amount	Status	TCID
1	22APR21	X00000001897	SO0000006930	DINSUP	Din's Supplierrss	AUD	97.02	■	anita
2	19APR21	X00000001879	SO0000006881	DINSUP	Din's Supplierrss	AUD	99.00	■	anita





Explanation:

Options

PDF – Click to save invoice as PDF
Email – Click to send invoice to customer by email
Ticket Delivery – Click to confirm Ticket Delivery
Supplier Invoice – Click to issue invoice for supplier
Void – Click to void XO

Print – Click to print XO and

8. Auto process Refund through Refund Automation App

Refund Automation is a SabreRed App that integrated with PowerSuite. This function provides a quick and easy way for user to process a ticket refund automatically in PowerSuite. Once a ticket is issued with invoice settled in PowerSuite, while user performs refund in Sabre Host (using QREX Mask), a refund document will be auto generated in PowerSuite in 'Raised" status with all calculated refund data. The user no need to perform the refund again in PowerSuite. This is applicable for full or partial refund ticket.

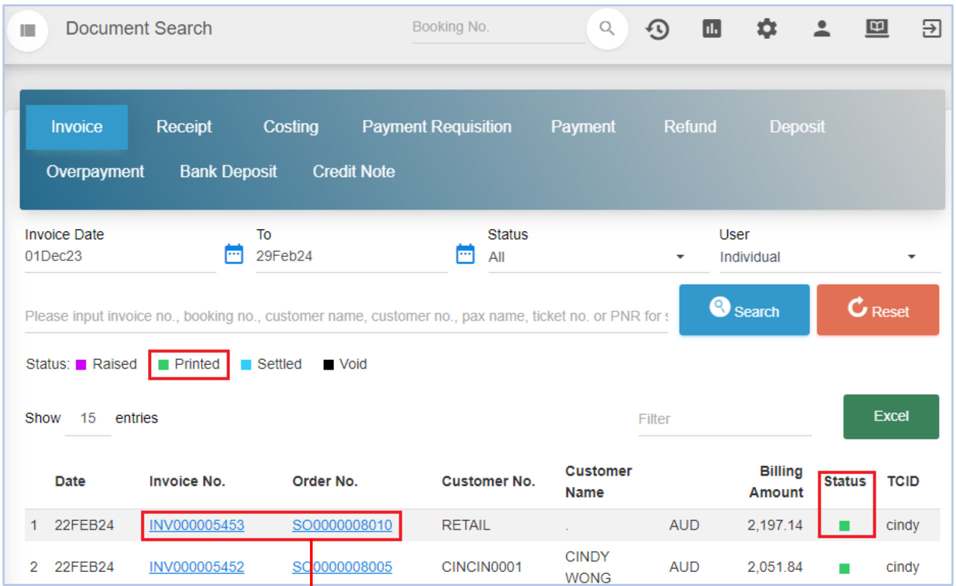
A. BSP Ticket - Non UATP Full Refund

When the form of payment for the refund ticket is – "Cash", "Cheque", "BCODE" etc.

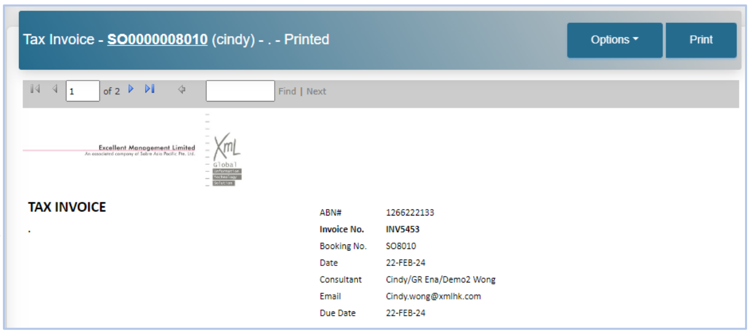
Step1. Retrieve the related PNR and verify the ticket in PS with invoice settled.

```
 1.1WONG/CINDY MS
 1 QF 151Y 03APR 3 MELAKL HK1  0925  1500  /DCQF*62RISX /E
 2 QF 154Y 11APR 4 AKLMEL HK1  0950  1200  /DCQF*62RISX /E
TKT/TIME LIMIT
  1.T-22FEB-K9LK*ACW
  2.TE 0819119771718-AU WONG/C K9LK*ACW 0932/22FEB*I
ACCOUNTING DATA
  1.  QF¥9119771718/  38.80/    1940.00/ 257.14/ONE/CA 1.1WONG
      CINDY MS/1/F/E
RECEIVED FROM - CW
K9LK.K9LK*ACW 1627/21FEB24 RSXHXZ H
```

The Related invoice for ticket 0819119771718 had been printed in PowerSuite

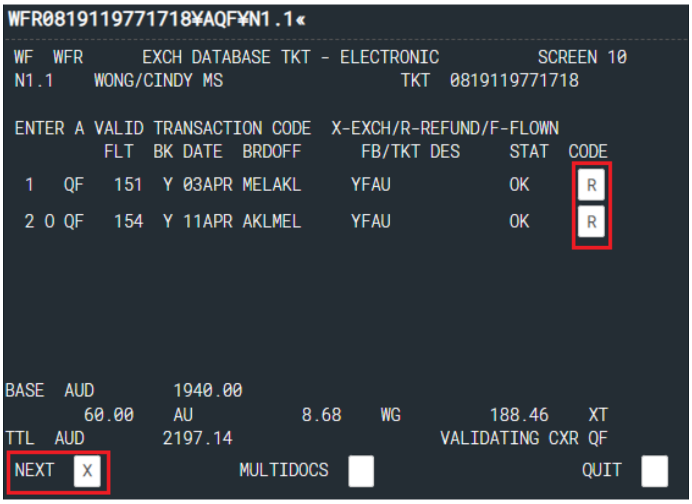


Click on the hyperlink of invoice no., to verify the ticket again.



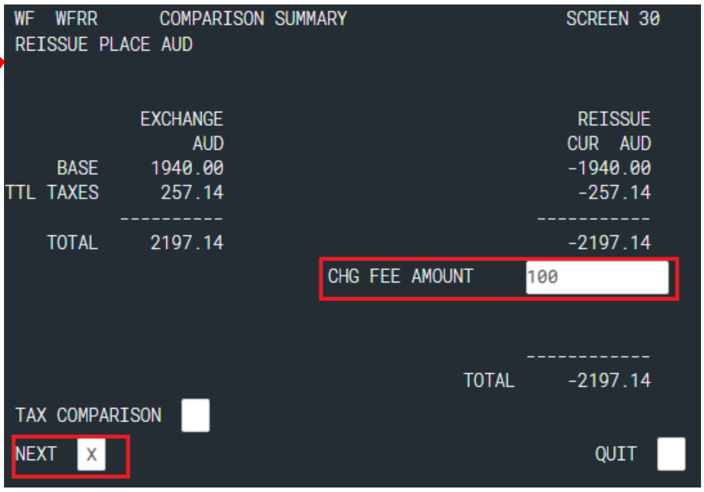
Step2. Use Sabre host command WFR<ticket no>¥A<carrier code> to access the QREX mask for processing the refund.

E.g. WRF0819119771718 ‡AQF



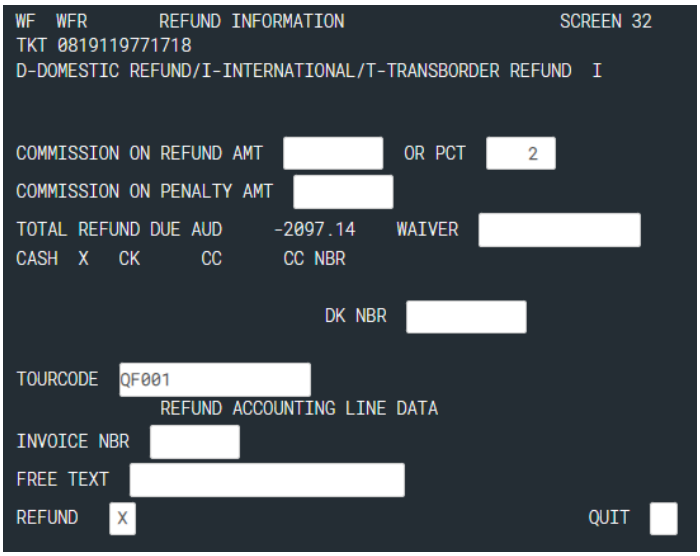
```
WFR0819119771718¥AQF¥N1.1«
WF  WFR      EXCH DATABASE TKT - ELECTRONIC          SCREEN 10
N1.1    WONG/CINDY MS                    TKT  0819119771718

ENTER A VALID TRANSACTION CODE  X-EXCH/R-REFUND/F-FLOWN
         FLT  BK DATE  BRDOFF      FB/TKT DES       STAT  CODE
 1   QF    151  Y 03APR MELAKL     YFAU             OK     R
 2 O QF    154  Y 11APR AKLMEL     YFAU             OK     R

BASE  AUD        1940.00
       60.00     AU           8.68    WG         188.46    XT
TTL  AUD        2197.14                    VALIDATING CXR QF
NEXT  X                 MULTIDOCS                       QUIT
```

Fill in the necessary change fee, verify total amount and re-enter to continue



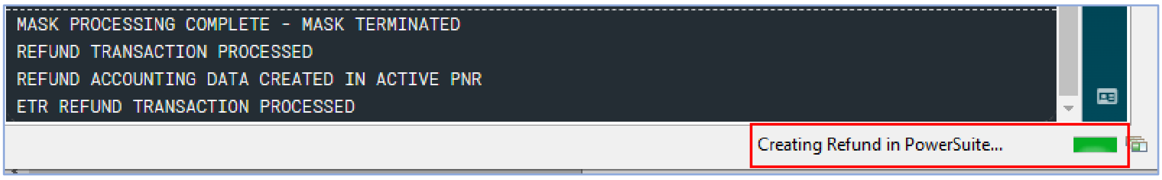
```
WF  WFRR      COMPARISON SUMMARY                         SCREEN 30
REISSUE PLACE AUD

              EXCHANGE                                   REISSUE
                   AUD                                   CUR  AUD
     BASE      1940.00                                   -1940.00
TTL  TAXES      257.14                                    -257.14
            ----------                                -----------
    TOTAL      2197.14                                   -2197.14
                              CHG FEE AMOUNT    100

                                                     ------------
                                           TOTAL         -2197.14
TAX COMPARISON
NEXT  X                                                      QUIT
```

Complete the Refund transaction



```
WF  WFR        REFUND INFORMATION                        SCREEN 32
TKT 0819119771718
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND  I

COMMISSION ON REFUND AMT            OR PCT      2
COMMISSION ON PENALTY AMT
TOTAL REFUND DUE AUD      -2097.14     WAIVER
CASH  X   CK      CC       CC NBR

                              DK NBR

TOURCODE  QF001
                 REFUND ACCOUNTING LINE DATA
INVOICE NBR
FREE TEXT
REFUND  X                                                   QUIT
```

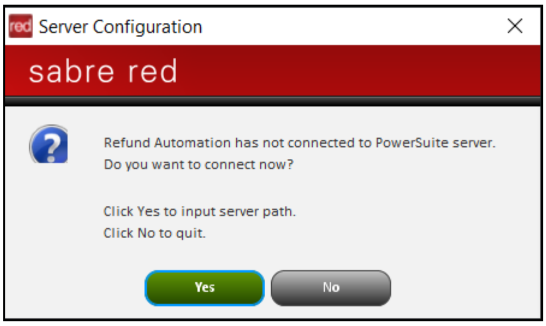
Step3. While the refund is completed, Refund Automation app will be triggered and there will be a message "Creating Refund in PowerSuite…." Displayed at he bottom of the Workspace.



<u>Tips:</u>

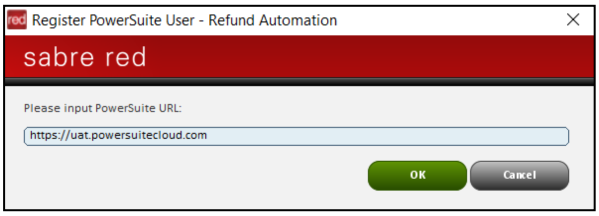
⇒ For launching at first time, it will prompt you to input the PowerSuite Webservice URL(it should be installed during PowerSuite installation, details you may refer to PowerSuite technical guide)

Click [Yes] to proceed with the configuration



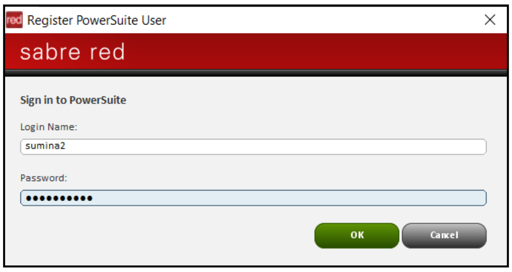
⇒ Yes – To proceed to next step
⇒ Cancel – to quit

Enter the link to connect to PowerSuite:



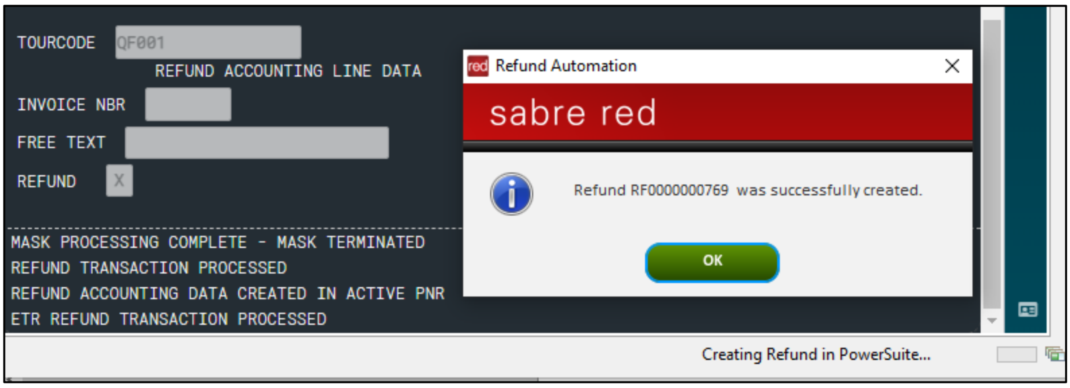
⇒ OK – To proceed to next step
⇒ Cancel – to quit

Enter your PowerSuite Login credentials:



⇒ OK – To proceed to next step
⇒ Cancel – to quit

Step4. Once completed, the system will prompt a message to indicate refund document is created successfully in PowerSuite.

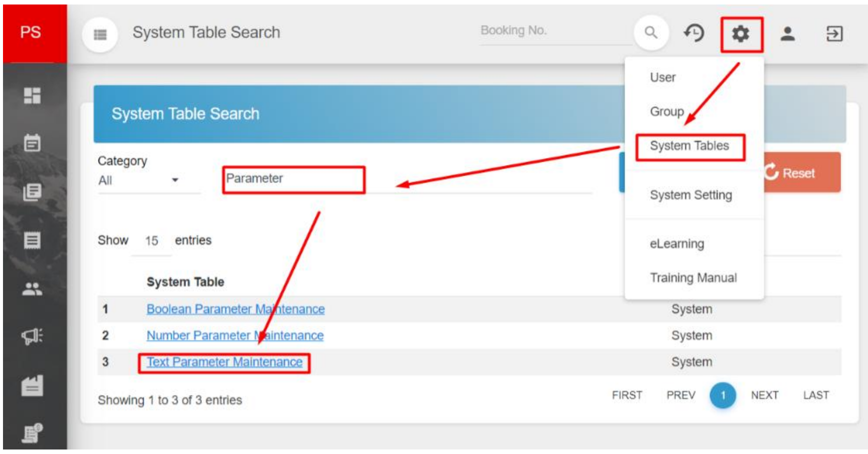


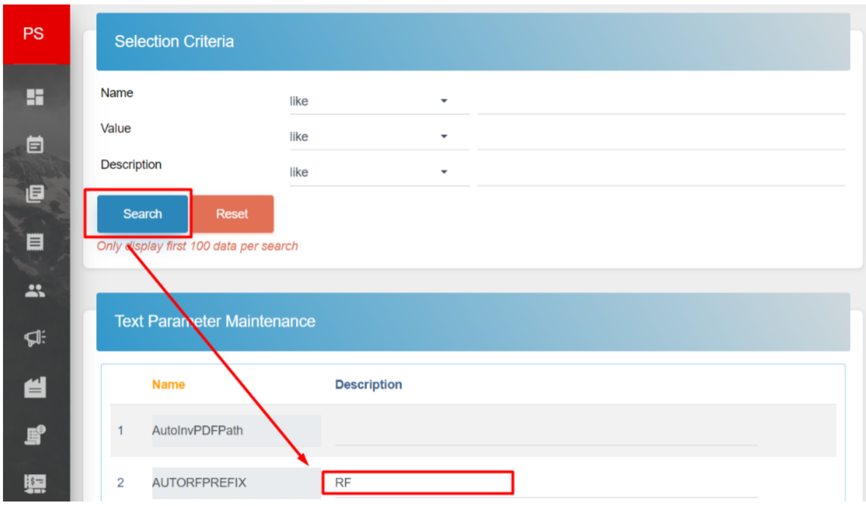
Tips:

⇒ The refund document no. #RF000000769 was created in PowerSuite with Prefix “RF”.

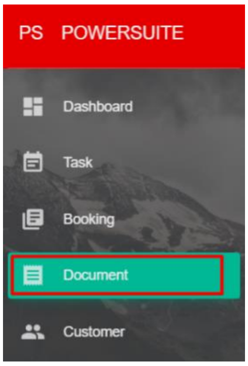
⇒ You must maintain the Refund Prefix in PowerSuite before performing the refund via Refund Automation App.

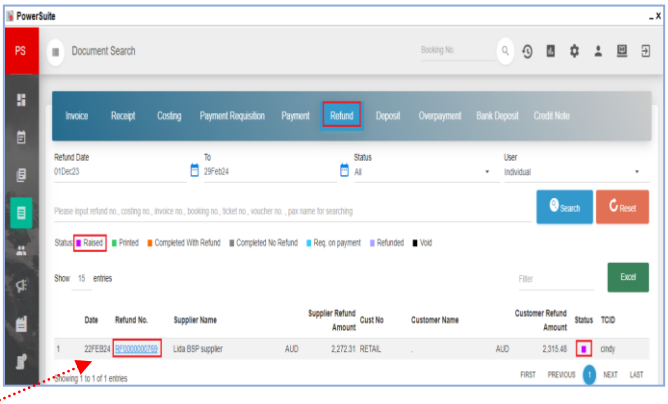
PS>>Setting>>System Table>>Search “Parameter”>>Text Parameter Maintenace >> Search >> AUTORFPREGFIX





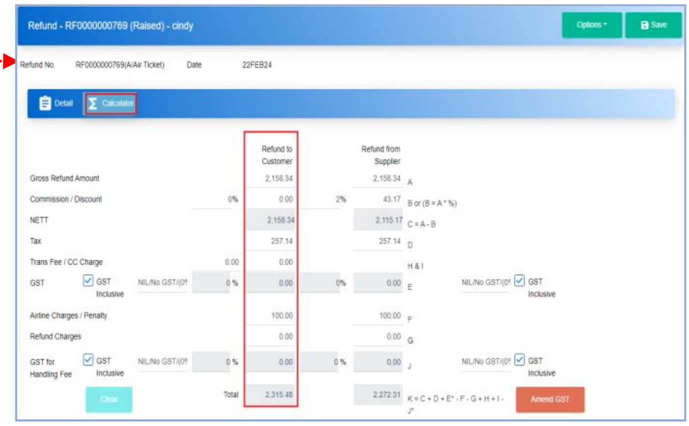
Step5. Use the Refund no. to search the Refund Document in PowerSuite.





Select "Calculator" to verify the refund data.

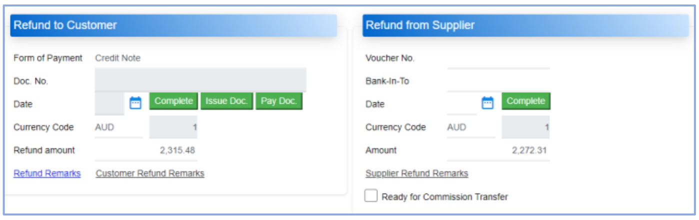
Click on the hyperlink of Refund no., to retrieve the refund document.



Use Sabre Host command *PQR to retrieve the refund data for comparison.

```
*PQR«
                 PQR - REFUND DETAILS

PQR 2 WFR0819119771718¥AQF¥N1.1

WONG/CINDY MS   TKT 0819119771718    TTL REFUND AUD    -2097.14

ORIGINAL TICKET - AUD
FARE           1940.00
TAX             257.14
TTL            2197.14

REFUND AMOUNTS - AUD
FARE           1940.00
TAX             257.14
CANCEL FEE     -100.00
TTL REFUND     2097.14

REFUNDABLE TAX BREAKDOWN
       60.00AU          8.68WG          50.26WY          35.00YR ¥
MD«
       41.20F1         16.00IA          46.00KK                  ¥

COMM TO REFUND  2.00 PCT
TOUR CODE-QF001
FOP  CASH
K9LK K9LK *ACW 0948/22FEB24
```

Step6. Fill in the necessary data in "Refund to Customer" and/or "Refund from Supplier" fields to proceed the further refund process in PowerSuite.



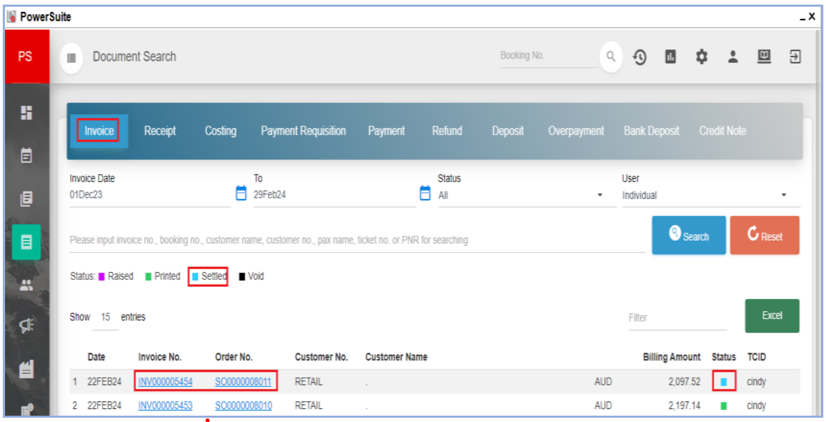
B. BSP Ticket - UATP Full Refund

When the form of payment for the refund ticket is – “Credit card”. The refund amount will be directly credit to the related credit card.

Step1. Retrieve the related PNR and verify the ticket in PS with invoice settled.

```
 1.1WONG/CINDY MS
 1 NZ 102Y 02MAY 4 SYDAKL HK1  0955  1505  /DCNZ*2U6JHH /E
 2 NZ 103Y 12MAY 7 AKLSYD HK1  0900  1035  /DCNZ*2U6JHH /E
TKT/TIME LIMIT
  1.T-22FEB-K9LK*ACW
  2.TE 0869119771719-AU WONG/C K9LK*ACW 1037/22FEB I
ACCOUNTING DATA
  1.  NZ¥9119771719/  37.00/    1850.00/ 227.52/ONE/CCVIXXXXXXX
      XXXXX1881 1.1WONG CINDY MS/1/F/E
RECEIVED FROM - CW
K9LK.K9LK*ACW 1736/21FEB24 RVNCGK H
```

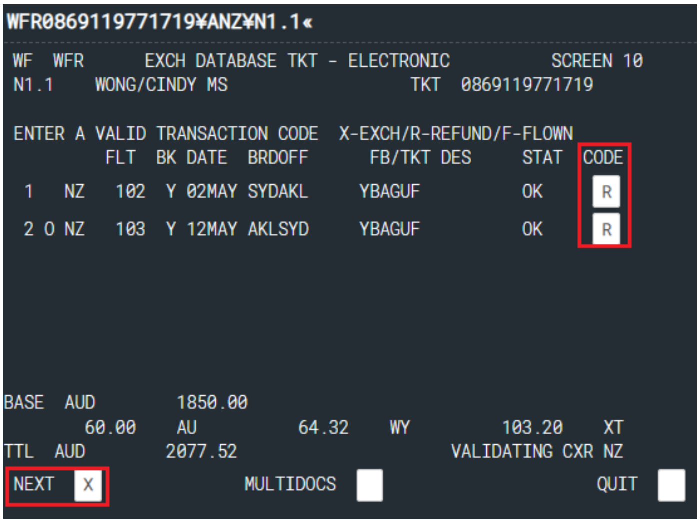
The Related invoice for ticket 0869119771719 had been raised or even settled in PowerSuite



Click on the hyperlink of related invoice no., to verify the ticket again.

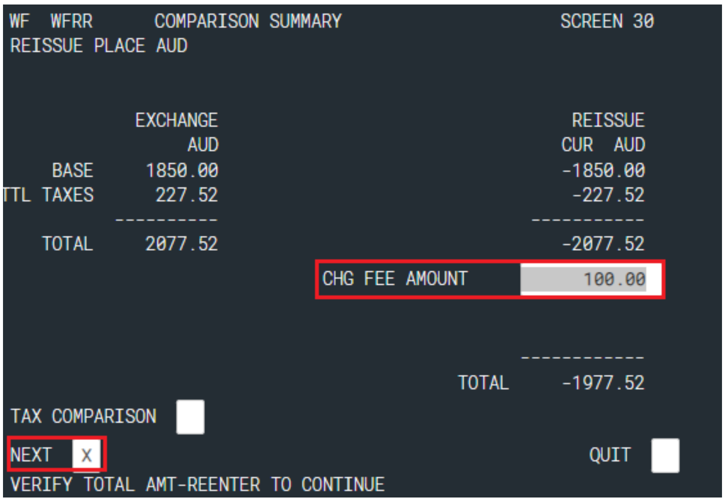
Step2. Use Sabre host command WFR<ticket no>¥A<carrier code> to access the QREX mask for processing the refund.

E.g. WRF0869119771719¥ANZ¥N1.1



WFR0869119771719¥ANZ¥N1.1«
WF WFR EXCH DATABASE TKT - ELECTRONIC SCREEN 10
N1.1 WONG/CINDY MS TKT 0869119771719
ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
FLT BK DATE BRDOFF FB/TKT DES STAT CODE
1 NZ 102 Y 02MAY SYDAKL YBAGUF OK R
2 O NZ 103 Y 12MAY AKLSYD YBAGUF OK R
BASE AUD 1850.00
60.00 AU 64.32 WY 103.20 XT
TTL AUD 2077.52 VALIDATING CXR NZ
NEXT X MULTIDOCS QUIT

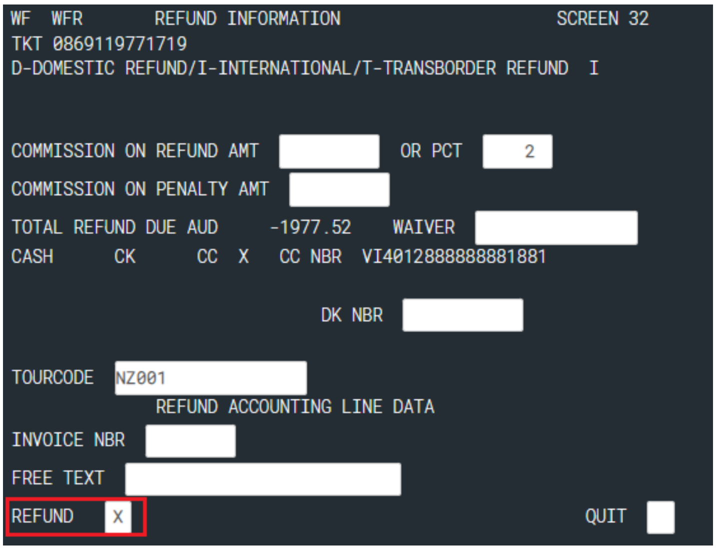
Fill in the necessary change fee, verify the total amount then re-enter to continue



WF WFRR COMPARISON SUMMARY SCREEN 30
REISSUE PLACE AUD
EXCHANGE REISSUE
AUD CUR AUD
BASE 1850.00 -1850.00
TTL TAXES 227.52 -227.52
---------- -----------
TOTAL 2077.52 -2077.52
CHG FEE AMOUNT 100.00

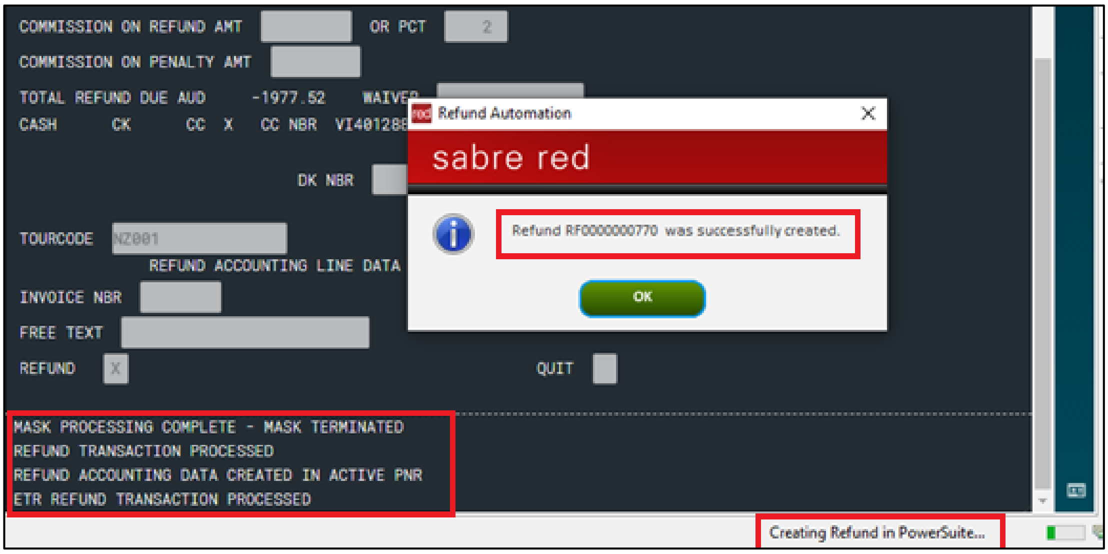
TOTAL -1977.52
TAX COMPARISON
NEXT X QUIT
VERIFY TOTAL AMT-REENTER TO CONTINUE

Complete the Refund transaction

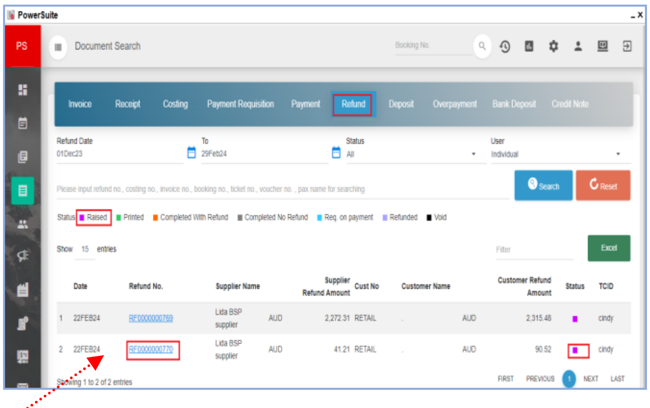


WF WFR REFUND INFORMATION SCREEN 32
TKT 0869119771719
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I
COMMISSION ON REFUND AMT OR PCT 2
COMMISSION ON PENALTY AMT
TOTAL REFUND DUE AUD -1977.52 WAIVER
CASH CK CC X CC NBR VI4012888888881881
DK NBR
TOURCODE NZ001
REFUND ACCOUNTING LINE DATA
INVOICE NBR
FREE TEXT
REFUND X QUIT

Step3. While the refund is completed, Refund Automation app will be triggered and there will be a message “Creating Refund in PowerSuite….” Displayed at the bottom of the Workspace.
Once completed, the system will prompt a message to indicate refund document is created successfully in PowerSuite

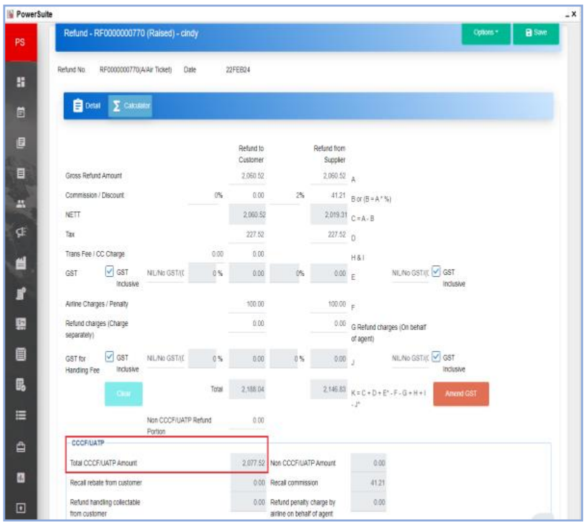


Step4. Use the Refund no. to search the Refund Document in PowerSuite. Then compare the data between PS and Sabre Host.



Select “Calculator” to verify the refund data.

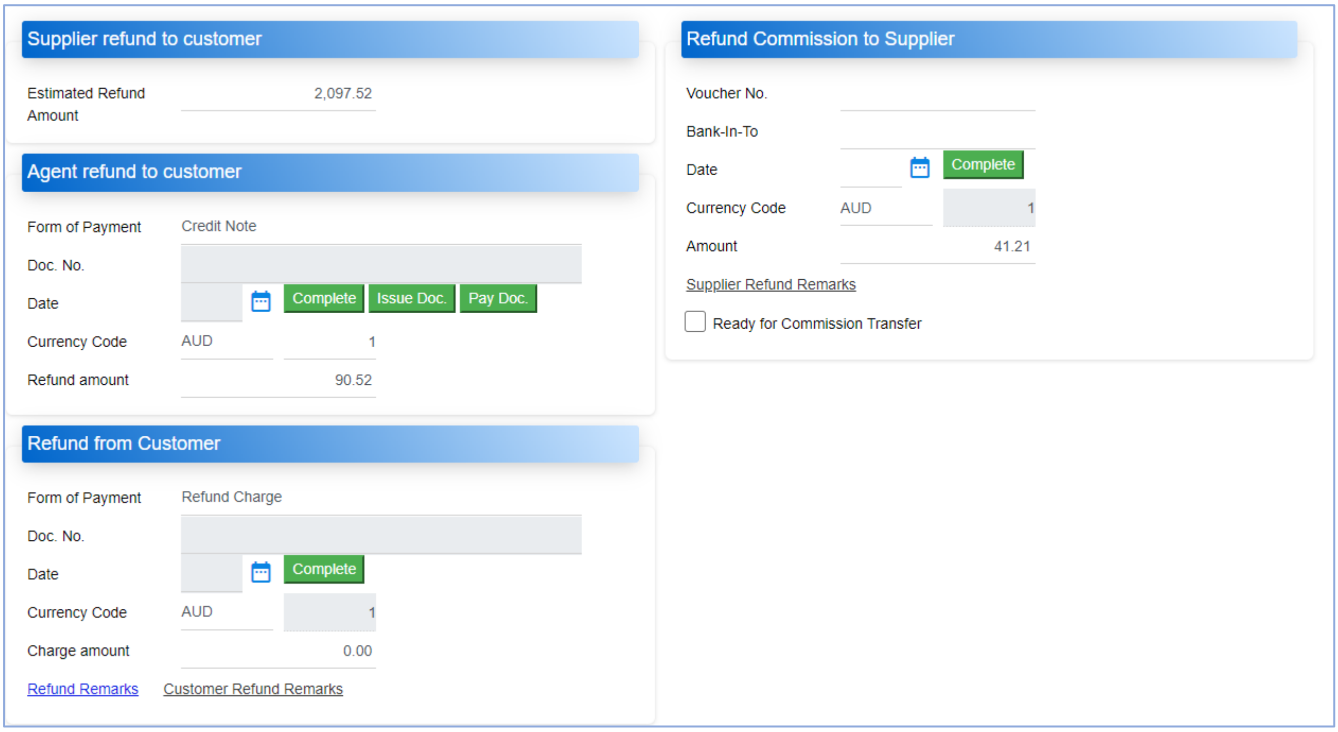
Click on the hyperlink of Refund no., to retrieve the refund document.



Use Sabre Host command *PQR to retrieve the refund data for comparison.

```
*PQR«
                  PQR - REFUND DETAILS

PQR 2 WFR0869119771719¥ANZ¥N1.1

WONG/CINDY MS   TKT 0869119771719    TTL REFUND AUD    -1977.52

ORIGINAL TICKET - AUD
FARE           1850.00
TAX             227.52
TTL            2077.52

REFUND AMOUNTS - AUD
FARE           1850.00
TAX             227.52
CANCEL FEE     -100.00
TTL REFUND     1977.52

REFUNDABLE TAX BREAKDOWN
       60.00AU          64.32WY          41.20F1          16.00IA ¥
MD«
       46.00KK                                                  ¥

COMM TO REFUND  2.00 PCT
TOUR CODE-NZ001
FOP :VIXXXXXXXXXXXX1881
K9LK K9LK *ACW 1058/22FEB24
```

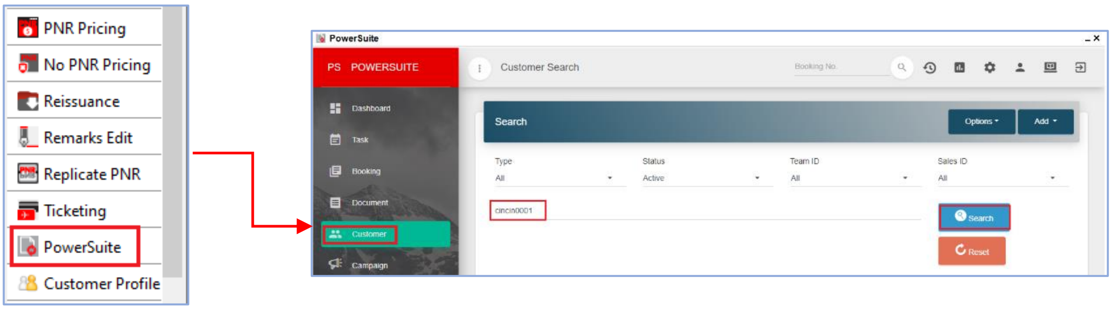
Step6. Fill in the necessary data in below fields to proceed the further refund process in PowerSuite.



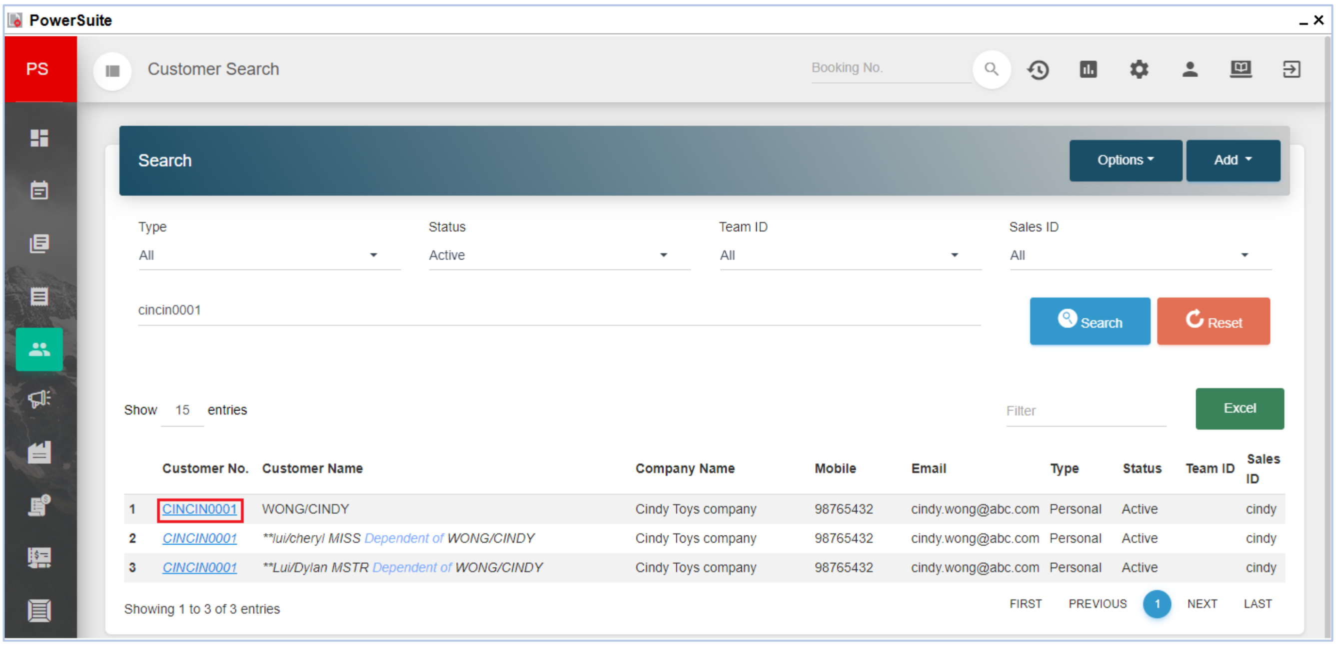
9. How to check the Customer's Trip History in Customer Profile

A Trip History in the Customer Profile records customers' business/personal trip information. There are two functions on this page: one is "Order History," and the other one is "Recent Travel." It provides a quick summary of *Recent Trip* information and the related *Sales Order* of customer.

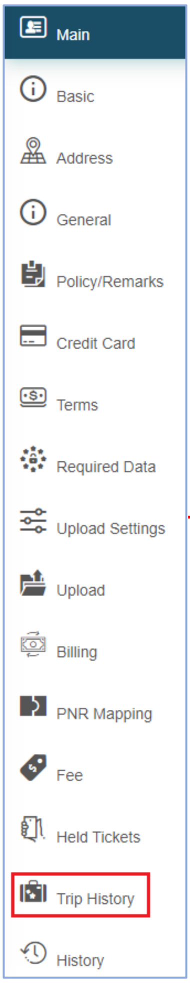
Step1. Launch the ProwerSuite App, then click on [Customer] and then input the search criterias to retrieve the customer data.

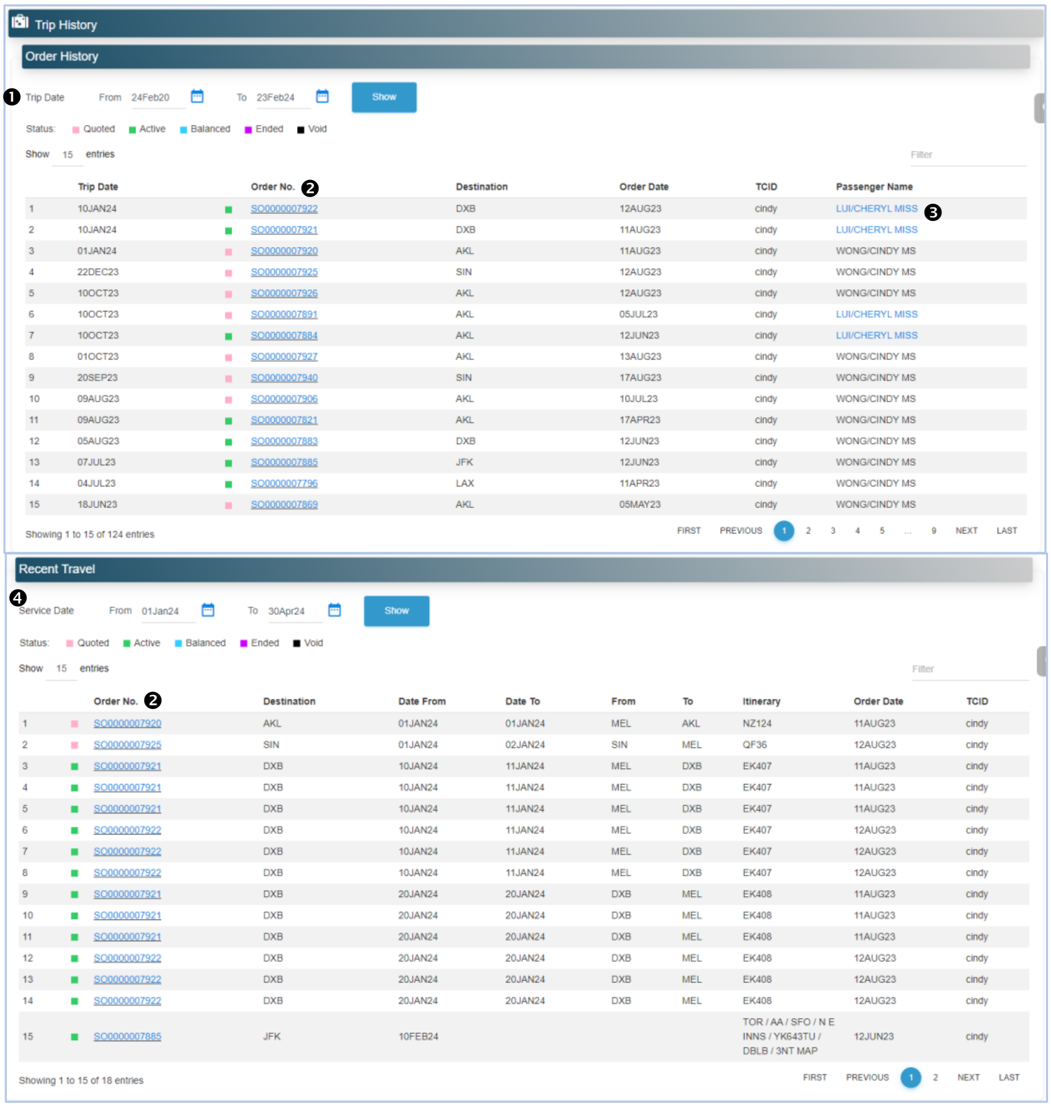


Step2. From the result table, click the hyperlink of the selected customer no., to retrieve the profile.



Step3. In the profile, select [Trip History] tab to display the "Order History" & "Recent Travel"



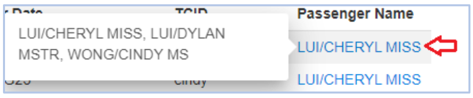


Explanation:

❶ Trip Date – Input or select the date from the pop up calendar, and then click [Show] to retrieve the records.

❷ Order No., - Click on the hyperlink of the Order No., to retrieve the Sales Folder.

❸ Passenger name - If more than 1 paxxenger in this Saler Order. You can use the tooltip to display the related passenger.



❹ Service Date - Input or select the service date from the top up calendar, then click [Show] ti display the Records.

~ END OF DOCUMENT ~