



TICKETING SOLUTIONS

28 June 2015

# **t-agent**

## **Functionality Presentation**

Prepared by t-Solution.co

This document is prepared for the purpose of describing t-Solution t-agent functionality including some system configuration, fare search and ticket issuance.



## t-Agent

t-Agent is a front-end interface for t-Platform presentation

t-Platform is a mechanism that runs and controls multi-supplier auto-ticketing engine to create airline bookings, issue e-tickets and follow up accounting procedures and reconciliation. This is a complete package that performs on the basis of multi-GDS access to provide the best international fare search and book and ticket it under relevant PCC/Office ID.



This document describes fare search, booking and ticketing processes of the interface. T-Platform is highly configurable system. This presentation assumes that suppliers, airlines and commissions are already configured in the back-office – t-Office.



## Step 1. Login.

In order to login into the t-Agent system please follow the link: <http://t-agent.t-solution.com.au>

The following home pages is displayed:

The screenshot shows the website's home page. At the top, there is a navigation bar with links to 'Home', 'Fare Search', 'Auto Ticket', 'Airline Commissions', and 'Useful Information'. Below this is a 'LOGIN' section with a red button and input fields for 'Agency Code' and 'Password'. A 'Remember Me?' checkbox and a 'Submit' button are also present. To the right of the login form is a large banner with the text 'Welcome to T-Solutions' and a description of their services. Below the banner are three promotional boxes: 'T-Solution newsletter', 'We are open 24/7', and 'Rail Tickets & Passes'.

This is a typical display of the agency logging into the web site of the consolidator or ticket supplier platform. Please use User Name “HKG”, password “agent”. After the login the user is presented with the “Auto Ticket” web page.

The screenshot shows the 'Auto Ticket' page. At the top, there is a navigation bar with links to 'Home', 'Fare Search', 'Auto Ticket', and 'Airline Commissions'. Below this is a search form with the following fields: 'PCC' (with a dropdown menu showing 'Amadeus HKGTESTAM'), 'Record Locator/Ticket No', 'Transaction dates from' (with a date picker showing 'Sunday, 21 June, 2015'), and 'To' (with a date picker showing 'Sunday, 28 June, 2015'). A red 'Search' button is located to the right of the date pickers.

In order to move to the next step please select “Fare Search” option.



## Step 2. Fare Search.

Fare search is based on the multiple supplier configuration. As t-Platform allows configuration for most essential GDSs – AMADEUS, ABACUS, TRAVELPORT and TRAVELSKY – it is possible to configure relevant supplier for IATA location the most appropriate for the fare market.

Suppliers Maintenance

Suppliers

+ Add  Search

Edit	Sequence	Name	Description	Agent Group	Country	Currency
	5	TIN (Fr...	Amadeus Connection		FRANCE	FRF
	5	TIN (U...	Travelport Connection		UNITED STATES	USD
	1	TIN	TIN Default Connection		AUSTRALIA	AUD
	5	TIN (SH)	Shanghai Supplier (SH)		CHINA	CNY
	5	TIN (NZ)	New Zealand Provider (NZ)		NEW ZEALAND	NZD

Current fare search is based Amadeus test connection for any search outside of China, and Travelsky search if the origin city is located in China for either domestic or international flight.

We are going to demonstrate three fare search scenarios:

- China Domestic;
- China International (originated in China to the international city);
- International origin, we will look into fare search originated from HKG;



### China Domestic Fare Search

Here is an example of China Domestic Search:

Home
Fare Search
Auto Ticket
Airline Commissions
Useful Information

You are here > T-Solution Pty Ltd > Fare Search You current login as: HKG Agent

From:  To:  Carrier:  Adult:  Children (2-12):  Infant (0-2):

Departure:  Return:  Class:   Return  One Way

**\$291.00**

**\$291.00**

**\$310.00**

**\$348.00**

**\$348.00**

**\$376.00**

Early Night(0-6)
 Morning(6-12)
 Afternoon(12-18)
 Evening(18-24)

CZ		B/Class	Fare Basis	Min	Max	Class	Fare Type	Auto-ticket	Source	Rules
		E	E	Nil	1 Year	Economy	PUBLISHED	Yes	TRAVELSKY	
		Gross	Commission %	Incentive %	Extra	Service Fee	Tax:	Net:	Total:	
		\$269.00	0%	0%	\$0.00	\$0.00	\$22.00	\$269.00	\$291.00	
Carrier	Flight No	Aircraft	Departure	Date	Time	Arrival	Date	Time	Direct	
	CZ	3679	320	PVG	2015-07-16	17:25	XIY	2015-07-16	20:15	Yes
	CZ	3680	320	XIY	2015-07-23	21:10	PVG	2015-07-23	23:10	Yes

MF		B/Class	Fare Basis	Min	Max	Class	Fare Type	Auto-ticket	Source	Rules
		V/T	VCSCZ/TCSCZ	Nil	1 Year	Economy	PRIVATE	Yes	TRAVELSKY	
		Gross	Commission %	Incentive %	Extra	Service Fee	Tax:	Net:	Total:	
		\$269.00	0%	0%	\$0.00	\$0.00	\$22.00	\$269.00	\$291.00	
Carrier	Flight No	Aircraft	Departure	Date	Time	Arrival	Date	Time	Direct	
	MF/CZ	4653	320	PVG	2015-07-16	17:25	XIY	2015-07-16	20:15	Yes
	MF	4993	738	XIY	2015-07-23	08:10	PVG	2015-07-23	10:25	Yes

As there is a large number of responses for this type of search, the system specifically generates response together with the origin/destination flights on the same screen. Please ignore "Rules" button. And for the purpose of this presentation the "Book" button has been disabled.

You can use normal Airline and Time filters to minimize the search if necessary.

China domestic search is fully presented by Travelsky API access.



International Origin Fare Search

We can make the International Origin fare search by just clicking on the “swap cities” image in the fare search, located between the cities. Here is response for International Search:

From: Sydney(SYD)  To: Shanghai Hong( ) Carrier: Adult: 1 Children (2-12): 0 Infant (0-2): 0 Clear Search

Departure: 16/07/2015 Thu Return: 23/07/2015 Thu Class: Economy • Return One Way

\$1,199.88	\$1,342.98	\$1,438.48	\$1,517.35	\$1,583.88	\$1,798.28	\$1,815.98	\$2,050.08	\$2,094.28	\$2,233.68
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	CA	B/Class T	Fare Basis TPRBMAU	Min Nil	Max 1 Year	Class Economy	Fare Type Gross	Auto-ticket Yes	Source AMADEUS	Rules
Gross \$774.88	Commission % 0%	Incentive % 0%	Extra \$0.00	Service Fee \$0.00	Tax: \$424.88	Net: \$775.00	Total: \$1,199.88	AVAILABILITY ▼		

	CA	B/Class T	Fare Basis TPRBMAU	Min Nil	Max 1 Year	Class Economy	Fare Type Gross	Auto-ticket Yes	Source AMADEUS	Rules
Gross \$785.48	Commission % 0%	Incentive % 0%	Extra \$0.00	Service Fee \$0.00	Tax: \$435.48	Net: \$786.00	Total: \$1,221.48	AVAILABILITY ▼		

In this case the system used Amadeus as fare search source. You can see it displayed on the screen. Next step is to view and select availability. We have enabled availability option for the international/Amadeus fare search result:

	VA	B/Class T	Fare Basis TLEOZSB2	Min Nil	Max 1 Year	Class Economy	Fare Type Gross	Auto-ticket Yes	Source AMADEUS	Rules
Gross \$1,138.98	Commission % 0%	Incentive % 0%	Extra \$0.00	Service Fee \$0.00	Tax: \$195.98	Net: \$1,139.00	Total: \$1,334.98	AVAILABILITY ▼		

**SYD – LAX Date: 20/08/2015**

Carrier	Flight No	Aircraft	Departure	Date	Time	Arrival	Date	Time	Direct	Select
VA	1	77W	SYD	2015-08-20	09:50	LAX	2015-08-20	06:30	Yes	<input type="radio"/>

**LAX – SYD Date: 20/08/2015**

Carrier	Flight No	Aircraft	Departure	Date	Time	Arrival	Date	Time	Direct	Select
VA	2	77W	LAX	2015-08-27	22:20	SYD	2015-08-29	06:20	Yes	<input type="radio"/>

**Book** 

When you choose “Select” options on the availability screen please click on “Book” button.



### Step 3. Passenger Details.

When you click on "Book" button the system will present you with the passenger details screen. For the purpose of this demonstration we have filled in passenger details:

You are here > T-Solution Pty Ltd > Fare Search You current login as: HKG Agent

**PASSENGER DETAILS**

Please make sure your passport to be valid for six months after your travel.

Adult 1

Mr \* Last Name James \* ID Type Passport \* Passport Place China \*  
 First Name Bond \* Nationality CHINA \* Passport Expired 28 JUN 2017 \*  
 Date Of Birth 28 JUN 1993 \* ID # G00330999 \*

**CONTACTDETAILS**

Phone 123456 \* Mobile 123456 \* EmailAddress it@test.com \*  
 Special Notes

Back Next

You can leave the details as they are and proceed to the next step by clicking on the "Next" button.

### Step 4. Review Booking Details.

This step uses GDS access to book and get published price for the currently selected itinerary. The screen contains confirmed fare details for the itinerary:

**ITINERARY CONFIRMATION**

Please review the following information, check the details and confirm the booking or press "Prev" button

**CONTACTDETAILS**

Agency Name:  
 Booking Date:  
 Phone:  
 Email Address: it@test.com

**PASSENGER DETAILS**

Title	PassengerName	Age	Type	ID Type	ID #	Net Fare	Tax	Total Gross	Fare (with taxes)
1	Mr Bond James	22 Years	ADT	Passport	G00330999 / China / 28/06/2017	\$914.71	\$195.98	\$1,110.69	
Amount						\$914.71	\$195.98	\$1,110.69	

**FLIGHT ITINERARY**

Carrier	Flight No	Departure	Date	Time	Arrival	Date	Time	Class	Stops
VA	1	SYD	2015-08-20	09:50	LAX	2015-08-20	06:30	T	0
VA	2	LAX	2015-08-27	22:20	SYD	2015-08-29	06:20	T	0

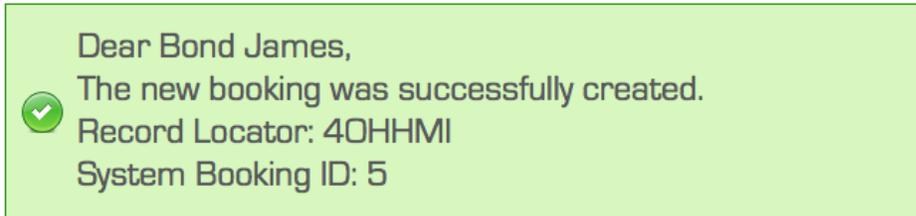
**BOOKING NOTES**

Back Prev Book Now



### Step 5. Create Booking.

On the confirmation screen please click on “Book Now” button. The system creates booking in Amadeus.



We will use similar record locator to process the booking for issuing tickets.

### Step 6. Auto-Ticket. View Booking

When the booking is created the details can be viewed under “Auto-Ticket” menu option. The PNR contains general booking information and current status of the booking. When you click on the Record Locator the system will display PNR in the plain text:

Search interface showing PCC (Amadeus HKGTSTAM), Record Locator/Ticket No, Transaction dates from (Sunday, 21 June, 2015) to (Sunday, 28 June, 2015), and a Search button. Radio buttons for Ticketed and Unticketed are present.

Agent information: Hkg Agent, Current: \$0.00 / Limit: \$100,000.00, New button.

Booking Id	Creation Date	Pax Name	Departure Date	Status
5	28/06/2015 1:56:00 PM	JAMES / BOND MR	20/08/2015	Created by Booking Engine

Buttons: PNR Details, Book History, Crs Log, View PNR

```

RP/SYDA82260/SYDA82260 WS/SU 28JUN15/0355Z 4OHH9V
1. JAMES/BOND MR
2 VA 001 T 20AUG 4 SYDLAX HK1 1 0950 0630 *1A/E*
3 VA 002 T 27AUG 4 LAXSYD HK1 3 2220 0620+2 *1A/E*
4 AP SYD92217911-H
5 TK OK28JUN/SYDA82260
6 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
GGAMAUSHAZ/S2-3
7 RM PASSPORTCUBA, G00330999, FF ,
8 RM TIN-** THIS PNR WAS AUTO CREATED BY TIN BOOK AGENT
9 RM TIN-CONTACT EMAIL IT@TEST.COM
10 FE PAX VLD VA ONLY/NONENDPNLTY APPLIES -BG:VA/S2-3
11 FV PAX VA/S2-3

```



You can also view Booking History:


**Hkg Agent** Current: \$0.00 / Limit: \$100,000.00  
**40HH9V** Booking Id: 5 Creation Date: 28/06/2015 1:58:00 PM Pax Name: JAMES / BOND MR Departure Date: 20/08/2015 Status: Created by Booking Engine View

PNR Details **Book History** Crs Log

Date	Notes	Status	Department	Description
28 Jun 2015 13:55:48	Created by Booking Engine	NEW	International	Booking is New
28 Jun 2015 13:55:48	PNR received by CRS Queue Processing Service	NEW	International	Booking is New
28 Jun 2015 13:55:47	Jun 28 2015 - [40HH9V]	NEW	International	Booking is New

And also preview CRS Log, which demonstrate the CRS commands, used when dealing with the current PNR:


**Hkg Agent** Current: \$0.00 / Limit: \$100,000.00  
**40HH9V** Booking Id: 5 Creation Date: 28/06/2015 1:56:00 PM Pax Name: JAMES / BOND MR Departure Date: 20/08/2015 Status: Created by Booking Engine New View PNR ▼

PNR Details Book History **Crs Log**

ID	Session	Update Date	Crs Name	Command	Response
1	DIRECT	28/06/2015 1:55:46 PM	AMADEUS	IG	
2	DIRECT	28/06/2015 1:55:45 PM	AMADEUS	IG	IGNORED - 40HH9V
3	DIRECT	28/06/2015 1:55:44 PM	AMADEUS	RT40HH9V	RP/SYDAB2260/SYDAB2260 WS/SU 28JUN15/0355Z 40HH9V



## Step 7. Auto-Ticket. Start Ticketing Process

In order to start ticketing process please press on the “New” button. The following screen appears:

Please use one of the following options.

1. Choose a Fare and got to the next step.
2. You may go back to the previous screen to PNR view.

Currently Displaying Record Locator: **4OHH9V**

### PASSENGER DETAILS

Title	Name	Surname	Age	Factor	Select
MR	BOND	JAMES	<input type="text" value="0"/> *	Years ▾	<input checked="" type="checkbox"/>

### SECTOR DETAILS

Departure Date	Origin	Destination	X	Dep/Air Time	Carrier	Flight No	B/Class	E-Ticket	Select
20AUG	SYD	LAX	<input checked="" type="radio"/>	09:50/06:30	VA	HK	001	T	<input checked="" type="checkbox"/>
27AUG	LAX	SYD	<input type="radio"/>	22:20/06:20	VA	HK	002	T	<input checked="" type="checkbox"/>

### PAYMENT METHOD

CASH

CREDIT CARD



Back

Next

At this stage PNR information is parsed and the system checks turn-around point. Please click on the “Next” button to display fare information:

## Step 7. Auto-Ticket. Fare Information

The fare is retrieved from the GDS:

Please use one of the following options.

1. Choose a Fare and got to the next step.
2. You may go back to the previous screen to PNR view.

Currently Displaying Record Locator: **4OH9V**

### PASSENGER DETAILS

Title	Name	Surname	Age	Type	Tax
MR	BOND	JAMES	0 YRS	ADT	\$195.98

### SECTOR DETAILS

Departure Date	Origin	Destination	Dep/Air Time	Carrier	Flight No	B/Class	E-Ticket
20AUG	SYD	LAX	09:50/06:30	VA	001	T	YES
27AUG	LAX	SYD	22:20/06:20	VA	002	T	YES

The following fares matched the first level of validation with the itinerary. Please select one of the fares below and proceed with the Eticket process. A further validation will be performed to check if a fare can be used for ETicket.

Fare	Carrier	Departure Between	TicketBy	Type	Price	Net	Commission %	Incentive %	Extra	Service Fee	Select
Published	 Australia	2015-06-28	2015-06-28	Published	\$943.00	\$943.00	0%	0%	\$0.00	\$0.00	<input type="radio"/>

Back

Prev

Next

If only one fare is selected, please choose "Select" radio button and click on the "Next" button:

Currently Displaying Record Locator: **4OH9V**

### PASSENGER DETAILS

Title	Name	Surname	Age	Fare Type	Commission %	Incentive %	Extra	Service Fee	Net Fare	Tax	NetTotal
MR	BOND	JAMES	0 YRS	ADT	0%	0%	\$0.00	\$0.00	\$943.00	\$195.98	\$1,138.98
									\$943.00	\$195.98	\$1,138.98

### SECTOR DETAILS

Departure Date	Origin	Destination	Dep/Air Time	Carrier	Flight No	B/Class
20AUG	SYD	LAX	09:50/06:30	VA	001	T
27AUG	LAX	SYD	22:20/06:20	VA	002	T

### PAYMENT DETAIL

PNR Position	PassengerName	Payment Type	Amount	Agent Price
1.1	MR BOND JAMES	CASH	\$1,138.98	1200

This final step is to verify all ticketing details are correct. Please check the following prior to submitting.

- \* Passenger types, children/Infant ages.
- \* Flight details
- \* Fare and Taxes

Back

Prev

Submit

The agent can also use "Agent Price" which will generate additional e-ticket with the price that can be sent directly to the Passenger.



## Step 8. Auto-Ticket. Issue Ticket

When you click on the “Submit” button the system will issue airline ticket.

When the ticket is issued you can view notes on the PNR and ticket information:

 **Hkg Agent** Current: \$0.00 / Limit: \$100,000.00 New

Booking Id	Creation Date	Pax Name	Departure Date	Status
5	28/06/2015 2:12:00 PM	JAMES / BOND MR	20/08/2015	Complete

**NOTE**

Internal message

Update

**TICKET INFORMATION**

PNR	Ticket	Carrier	Pax Name	Price	Invoice	Status	Void	Refund	Re-issue	Revalidate
40HH9V	1512281209	VA	BOND JAMES	\$1,200.00	4	Ticketed (28/06/2015 2:12:09 PM)				

## Step 9. Auto-Ticket. View e-ticket and Invoice

In the TICKET INFORMATION pain it is possible to view:

- e-ticket;
- Invoice;
- Agent e-ticket (sent to the passenger);



You can view e-ticket by clicking on the ticket number:

[English](#) [Chinese](#) [Print](#)



**Passenger Electronic Ticket Receipt**

**HKG Agent**

**JAMES**  
**E-ticket: 795 - 1512281209**  
 Ticket Issue Date: 28/Jun/2015  
 Booking Reference: 40HH9V  
 Issuing Airline: VIRGIN AUSTRALIA INTL  
 IATA: 5311

FLIGHT DETAILS	DEPART	ARRIVE	
<b>VA 001</b> Premium Economy (T) Confirmed (HK) NVB: 20AUG NVA: 20AUG FB: <b>TLE0ZSB2</b>	Sydney TERMINAL 1 20AUG 09:50	Los Angeles TERMINAL B 20AUG 06:30	Baggage Allowance: 2PC 13 hours, 40 minutes Aircraft: Boeing 777-300ER
<b>VA 002</b> Premium Economy (T) Confirmed (HK) NVB: 27AUG NVA: 27AUG FB: <b>TLE0ZSB2</b>	Los Angeles TERMINAL 3 27AUG 22:20	Sydney TERMINAL 1 29AUG 06:20	Baggage Allowance: 2PC 15 hours Aircraft: Boeing 777-300ER

**RECEIPT DETAILS**

Endorsements: 20AUG15SYD VA LAX366.04VA SYD366.04NUC732.08END ROE1.288089  
 Payment: CHEQUE  
 Tax: WY: \$59.78 AU: \$55.00 YC: \$7.10 US: \$22.80 AY: \$7.20 XA: \$6.50 US: \$22.80 XY: \$9.00 XF: \$5.80

**Total Charge: AUD 1138.98**

\* All times shown below are local times.

NOTE:

It is available in English and Chinese.

You can view Invoice by clicking on Invoice Number:



**TIN (Travel Information Network) Pty Ltd**  
Suite 216, 368 Sussex Street, Sydney 2000 NSW  
Tel: +61 02 7901 7120  
Email: alex@travelinfo.net.au

### 发票 (INVOICE)

客户信息 (Client Details):		收据信息 (Invoice Details)	
HKG Agent		收据号 (Invoice No):	4
		付款日 (Payment Date):	28/06/2015
		收据日 (Invoice Date):	28/06/2015
		预定编号 (Relocator):	40HH9V

姓名 Passenger Name	航班 Airline	到达地点 Dest'n	电子票号 Ticket NBR	结算净价 Agent Nett	税 Tax	服务费 SVC Fee	应付金额 Amount Due
JAMES/ BOND MR	VA	LAX	795 - 1512281209	\$943.00	\$195.98	\$0.00	\$1,138.98



# TICKETING SOLUTIONS

When tickets are issued the following options available:

## TICKET INFORMATION

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PNR	Ticket	Carrier	Pax Name	Price	Invoice	Status	Void	Refund	Re-Issue	Revalidate
40HH9V	1512281209	VA	BOND JAMES	\$1,200.00	4	Ticketed [28/06/2015 2:12:09 PM]				

- Re-send current ticket email (email goes to the agent as it is configured in the back-office)
  - Re-set Agent Price;
  - Same day Void ticket;
  - Send Refund application to the back-office process;
  - Start automatic Re-Issue process;
  - Submit Revalidation;
-