Automated Control System
for Airline Electronic Ticket Server (ETS)

Airline Dispatcher Manual

Contents

1 General

Electronic issue of transportation documents is one of the methods for documenting the sale and controlling the progress of passenger transportation. Issuing airline whose digital code is printed on flight coupons in case of an electronic transaction ("validating carrier") authorizes and controls electronic ticket issue and stores all electronic ticketing transactions in the database on the electronic ticket server (ETS). Electronic ticketing transaction data elements are communicated in compliance with Edifact standards and stored in accordance with the established IATA standard (Resolution 722g). Access to all electronic ticket data is provided in real time mode within 13 months after ticket issue.

Subject to the above provisions, developers at CJSC COMTECH-N have designed the Airline Electronic Ticket Server (ETS), and this manual is guidebook for the ETS.

2 User interface

ETS of S2000 system is controlled using the standard graphical terminal for S2000 resource management.

3 Terminal installation

To install the graphical terminal, submit a corresponding request to Sirena-Travel Contracting Department, indicating the operation addresses of consoles (COA). As soon as the request has been processed, Sirena-Travel engineers will generate the terminal installation package and the configuration file used to manage the list of terminal connections and upload them by e-mail to the link specified in the airline's request, from which the airline can later download the files.

For comprehensive information on terminal connection process, see Sirena-Travel website at http://www.sirena-travel.ru/clients/jxt/get/.

4 Definitions

Airline dispatcher (operator) – airline specialist authorized to work with the airline's ETS database.

Actors – participants of electronic ticketing process, i.e. the booking systems, registration systems and systems of interline partners that the airline interacts with at every stage of issue and registration of an electronic ticket.

5 Airline dispatcher's access to ETS operations

Airline dispatcher has access to the following operations:
  - Search electronic ticket and change status of electronic ticket coupons
  - Collect sales statistics

- View telegrams
- View RD (reference data) catalogs
- View **Operators, Consoles, Routers** and **Rights** catalogs
- View and edit **Airline agencies** and **ASA**[*] **quotas** catalogs
- View catalogs that describe **settings** of booking systems, registration systems and interline partners' systems
- Current user information.

6 Getting started

To connect the terminal to ETS, airline dispatcher first needs to log into the system.
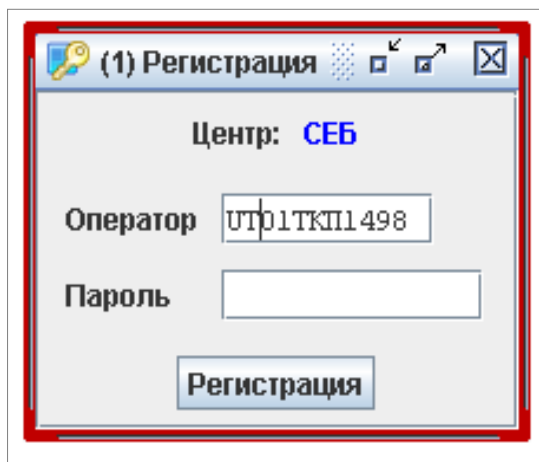
Airline dispatcher must enter his operator ID and password (if this is the first time the dispatcher is connecting to ETS, the password is PASSWORD).
If the dispatcher has already used the graphical terminal to work with Sirena database, he needs to select the **Connections** option in the top panel of the terminal with the mouse cursor, then click **E-Tickets** and type in the name of electronic ticket server (ETS name is available).
When connection has been successfully established, the system will display a list of modules for online operations with tickets and collection of sales statistics, as well as a list of cards used for electronic ticket issue on the airline's ETS.

- search for electronic tickets;
- collect statistics on E-ticket sales and use of quotas for E-ticket issue;
- view and process telegrams;
- view and edit RD (reference data);
- control users' access to Sirena-Travel's ETS database;
- configure booking systems, registration systems and interline partners' systems;
- browse ETS archives.

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[*] ASA – Air Service Agency

Список задач

Список задач
- Поиск электронного билета/документа
- Взятие контроля над ЭБ
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  - Сводка по рейсам
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  - Квоты для АВС
  - Использование квот для АВС
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  - **EMD**
    - ОДВ - подкоды
    - ОДГ - группы подкодов
    - ОДП - подгруппы подкодов
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  - Архив управления квотами
  - Архив операций с ЭБ
- **Настройки пользователя**

7 RD catalog (reference data)

Sirena-Travel specialists upload into the system the information that is necessary and sufficient for linking ETS with other systems. Sirena-Travel specialists also modify all of the existing elements and add new elements to the system.

Airline dispatcher is only authorized to add and edit SLOs (sales offices) of his airline, browse available data and change history for such data (*Entry history* button). To do so, wait for the catalog to download, specify the code of element in the top line of the catalog and click *Search,* or use the "*Next/Back*" navigation buttons and view the full list of elements.

The keys *Add entry, Save entry, Delete entry* are disabled to prevent accidental deletion or modification of elements.

Reference data elements include Airports, Agencies, Airlines, Countries, Currency codes, Sales offices, Forms of payment, Cities, and Charge codes.

Adjustment of RD elements is based on common principles, which is why it will suffice to describe completion process for one of the catalogs, for example, **Airports:**

8 Access management

Access management task is divided in two subtasks:
-Management of airline dispatchers' access to online control of the electronic ticket server, and
-Processing of clearance to issue electronic tickets for specific agencies.

8.1 Access for online control of electronic ticket server

This task is handled by Sirena-Travel specialists, who complete appropriate catalogs with data on the consoles and operators and assign their respective access rights on request of the airline.

8.1.1 Consoles and Operators catalogs

Airline dispatcher whose console and operator number are not specified in these catalogs cannot log into the ETS.

Dispatcher airline is only allowed ot browse the Consoles and Operators catalogs by scrolling through the complete list or selecting specific entries using the *Search* button.

When the dispatcher (operator) has the right to edit the catalogs, he may create new operator cards or delete them (*Add entry, Save entry* and *Delete entry* buttons). If the operator has no such right, these buttons will be disabled to prevent accidental deletion or modification of the element.

To view the rights assigned to a specific operator, click the *Rights* button.

The operator's card includes the field for the e-mail address to which all the requested statistics files will be delivered.

If airline operator has the **Rights management** right, such operator may manage rights of other operators working in the same session of the airline.

8.1.2 Routers catalog

This catalog contains settings for routing of standard and online messages for booking, registration and interline partners' systems that participate in the electronic ticketing process (hereinafter, the actors). This catalog is maintained by Sirena-Travel specialists. To connect new actors to ETS, the airline must submit a request to Sirena-Travel and provide contact details of such actors.

8.1.3 Rights catalog

This catalog contains a description of users' access rights to modules and operations in Sirena-2000 ETS. Only Sirena-Travel specialists are authorized to modify users' rights. The following status structure is used for setting the rights: green – right has been assigned; yellow – user has no right, but it can be assigned (i.e. status can be changed to green). By default, any operator has the right to view any ETS cards, and the right to edit catalogs needs to be assigned. Users who have been assigned the right to edit the **Rights management** module are authorized to manage rights of other users, i.e. edit the common list rights, thus changing the list of default rights, and define rights of specific users.
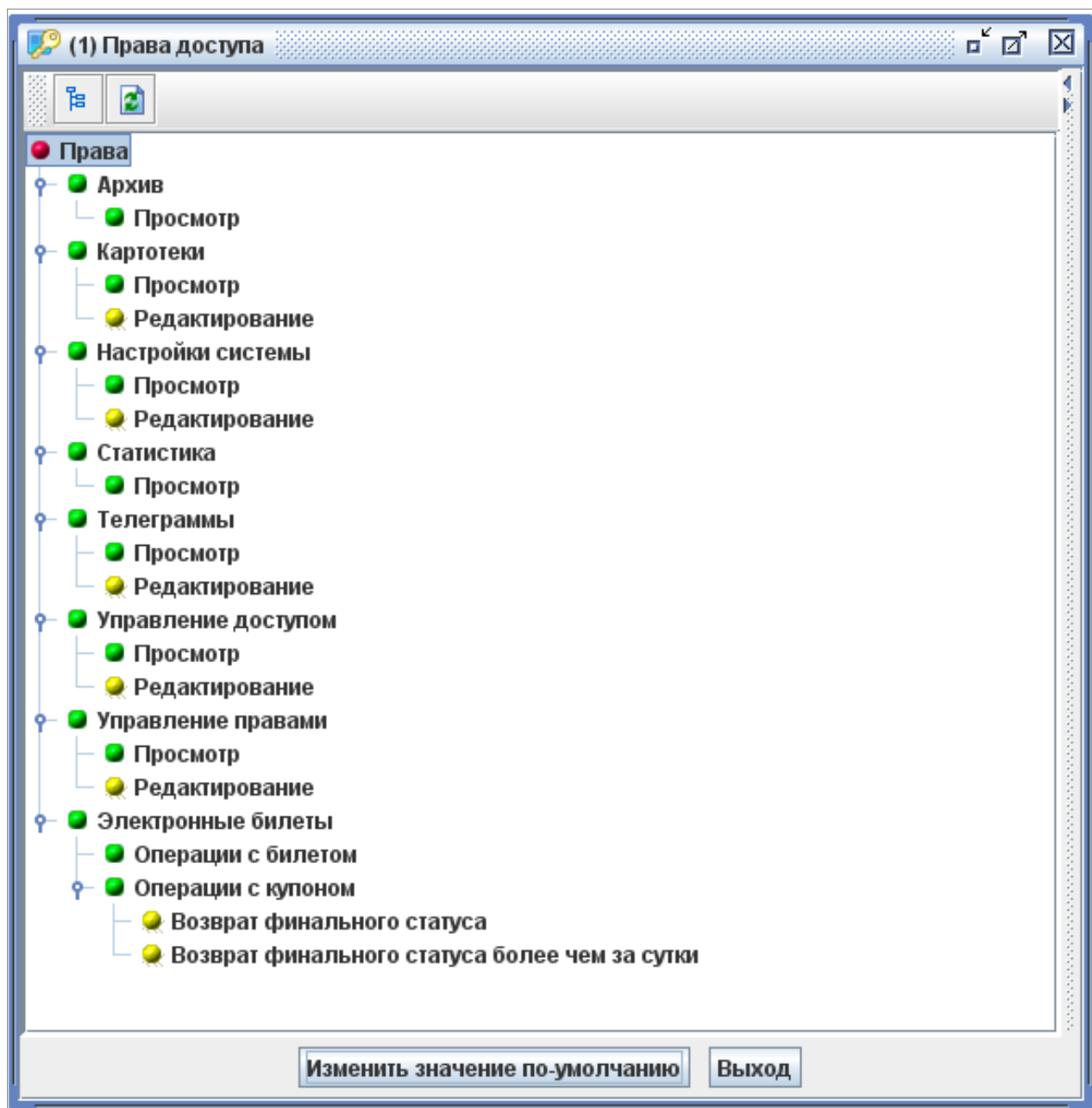
8.2 Clearance to issue the airline's electronic tickets

If the airline allows issue of its electronic tickets (independently of Transport Clearing House Electronic Ticketing Center – THC ETS), the agencies cleared to issue such tickets must be specified in the **Airline Agencies** and **Quotas management** catalogs. These catalogs are completed by the airline dispatcher.

8.2.1 Airline Agencies catalog

The **Airline Agencies** catalog includes the agencies cleared to issue electronic tickets of the airline. To add an agency to the catalog, specify the agency's code in the *Agency* field and enable the *Add agency* button. Agencies that are denied to issue electronic tickets must be deleted from the catalog using the *Delete agency* button.
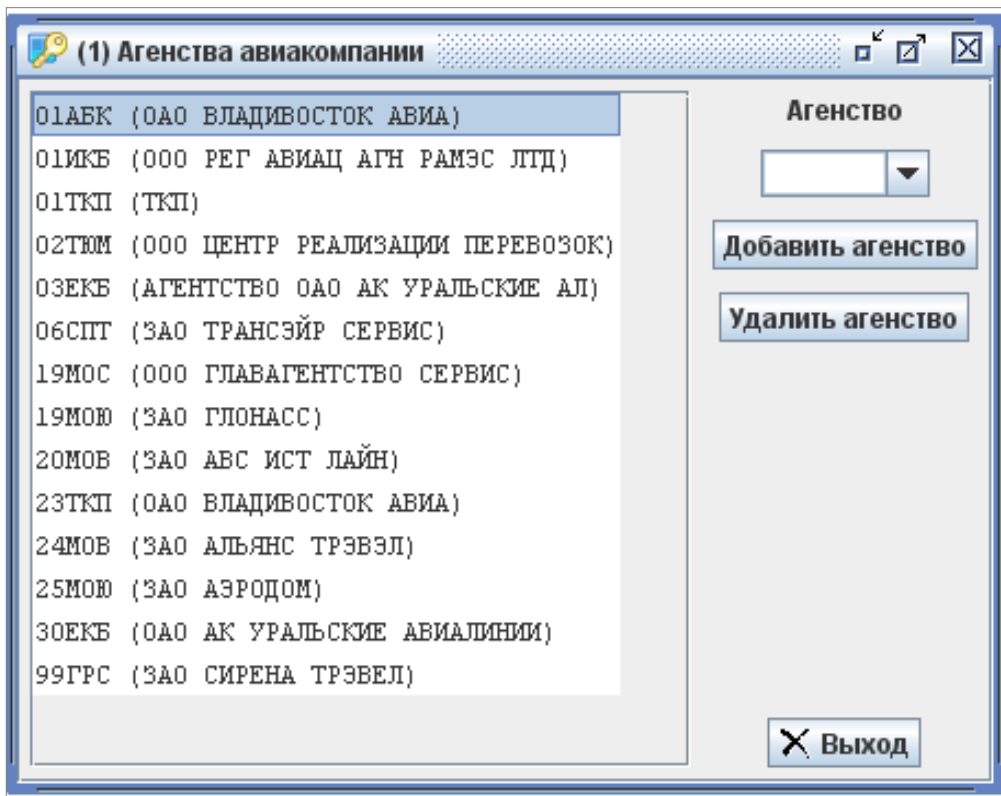
8.2.2 Quotas management

Important note: Quotas distribution process has been changed effective of November 20, 2009. The following functions were added: Create subgroups in groups (agencies and outside of agencies), Set quota validity period, Select quota distribution process (quota is assigned independently or derived from quota of superior entity). The following distribution process applies to all quotas that were assigned prior to the specified date:
- quota of agency and groups outside of agency. Quota level survives without changes to distribution process and without validity period.
- quota of groups inside the agency. Quota level survives without validity period; distribution process – quota is assigned regardless of common quota.

The **Quotas management** module is used for allocation to a specific agency or SLO group of a certain quantity of electronic tickets and MCO cleared for issue electronically. Airline dispatcher may create SLO groups and subgroups within and outside of the agency, assign quotas to them and select quota distribution process (the quota may be derived from the common quota allocated to the agency of SLO group, or it may be assigned independently from the common quota) and quota validity period.
To view information about the agency or SLO on the screen, specify agency name in the top line of the card and click *Select agency / Select sales office / Select SLO group / Select subgroup*.

8.2.2.1 Creating SLO groups/subgroups within an agency

Creating SLO groups

If the airline permits electronic ticketing to all SLOs of the agency without restricting the number of tickets cleared for issue by a specific SLO, it may also assign a common quota for the entire agency.
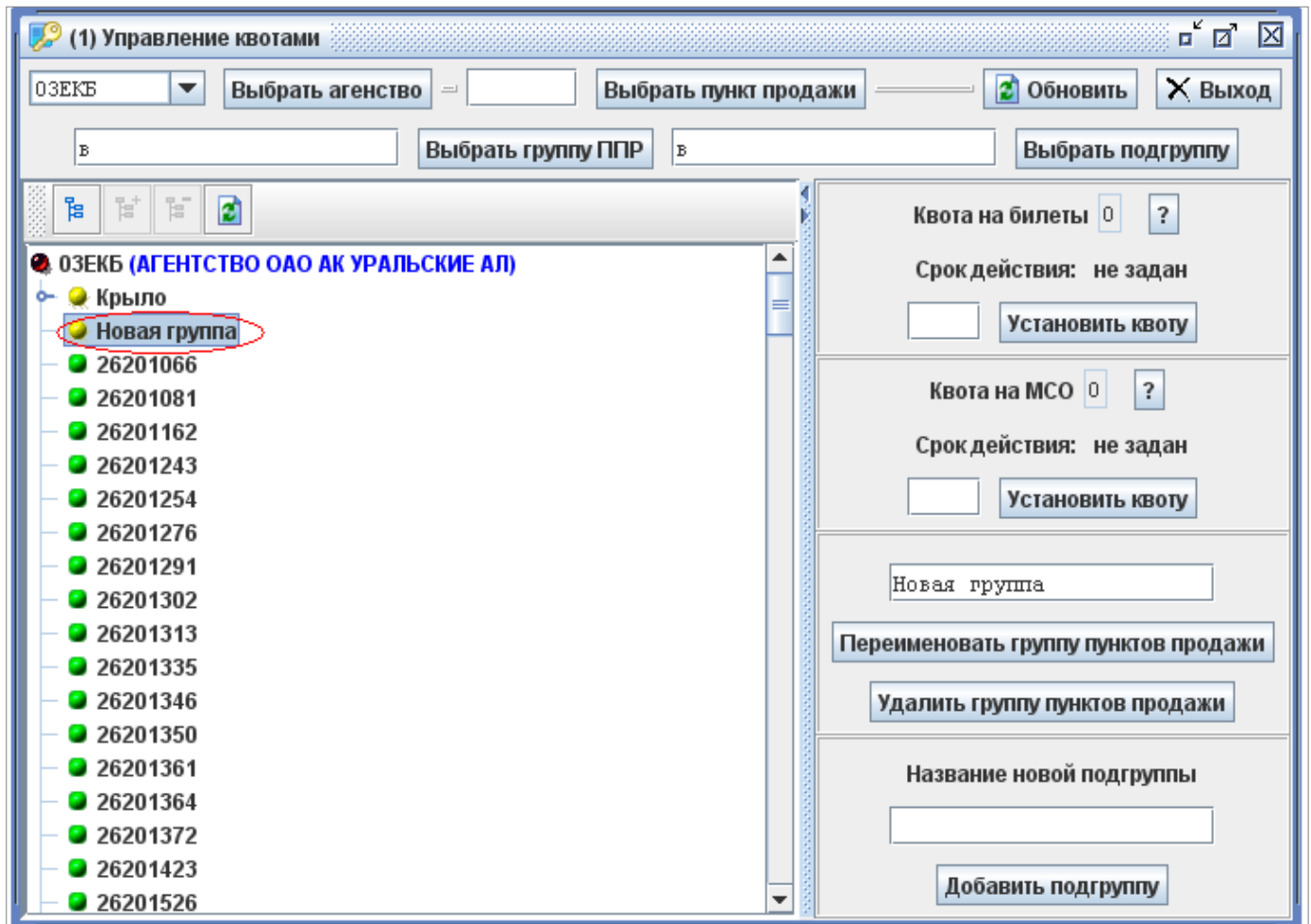
Airline may also distribute the quota **inside** the agency (e.g., allow one SLO or a group of SLOs to issue a fixed quantity of E-tickets or deny issue of E-tickets at all). To do so, the airline must create a SLO group where it will later include the appropriate SLOs. To create a SLO group, enter SLO group name in the data field in the bottom right-hand corner of the card above the *Add SLO group* data field (and click the button).

A new group will appear in the left section of the card. To place a SLO in the group, use the following steps:

Select the desired SLO. A data field prompting you to include the SLO in the group will appear on the right of the catalog screen. Select the name of group and click *Include group*.
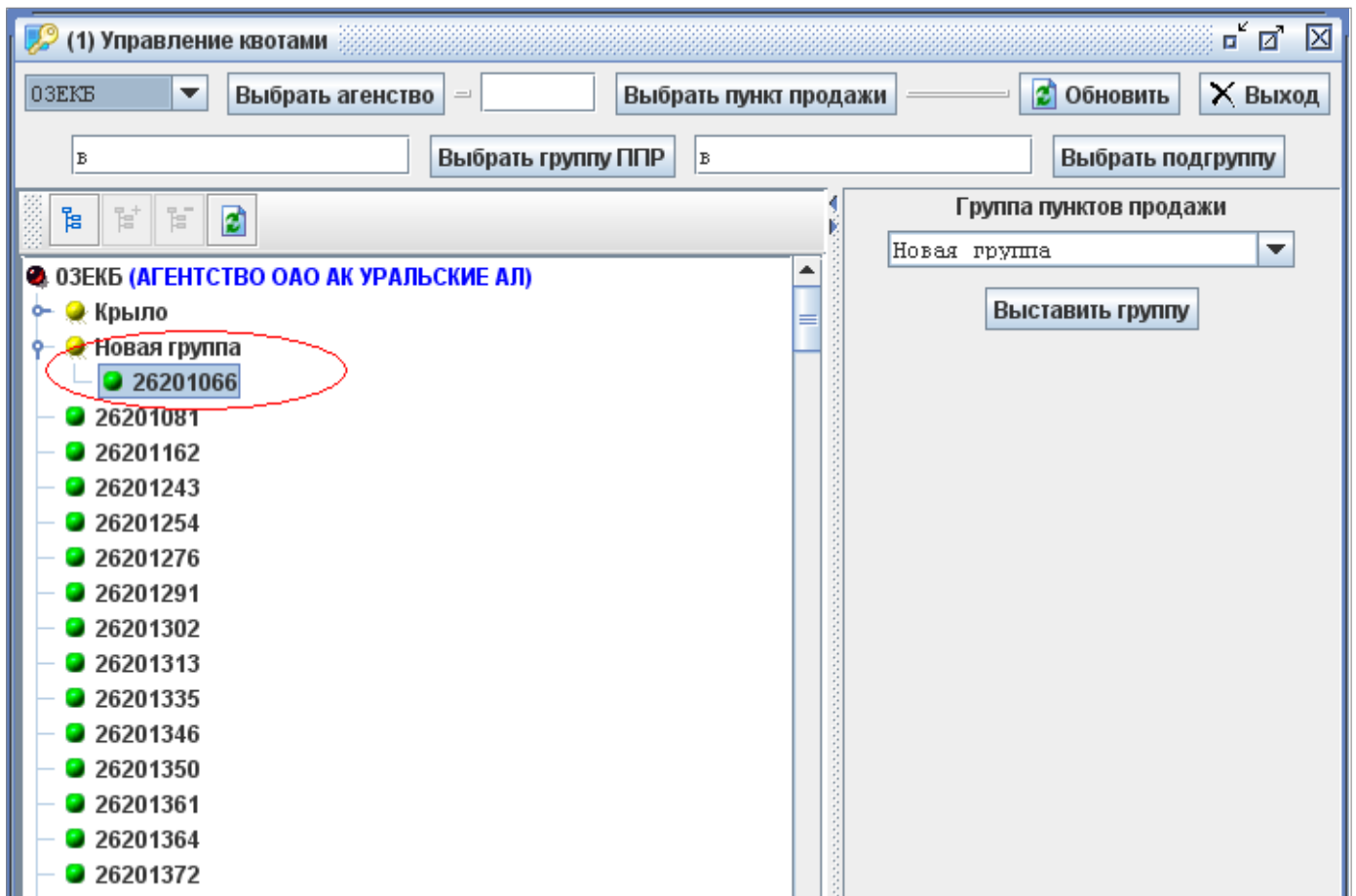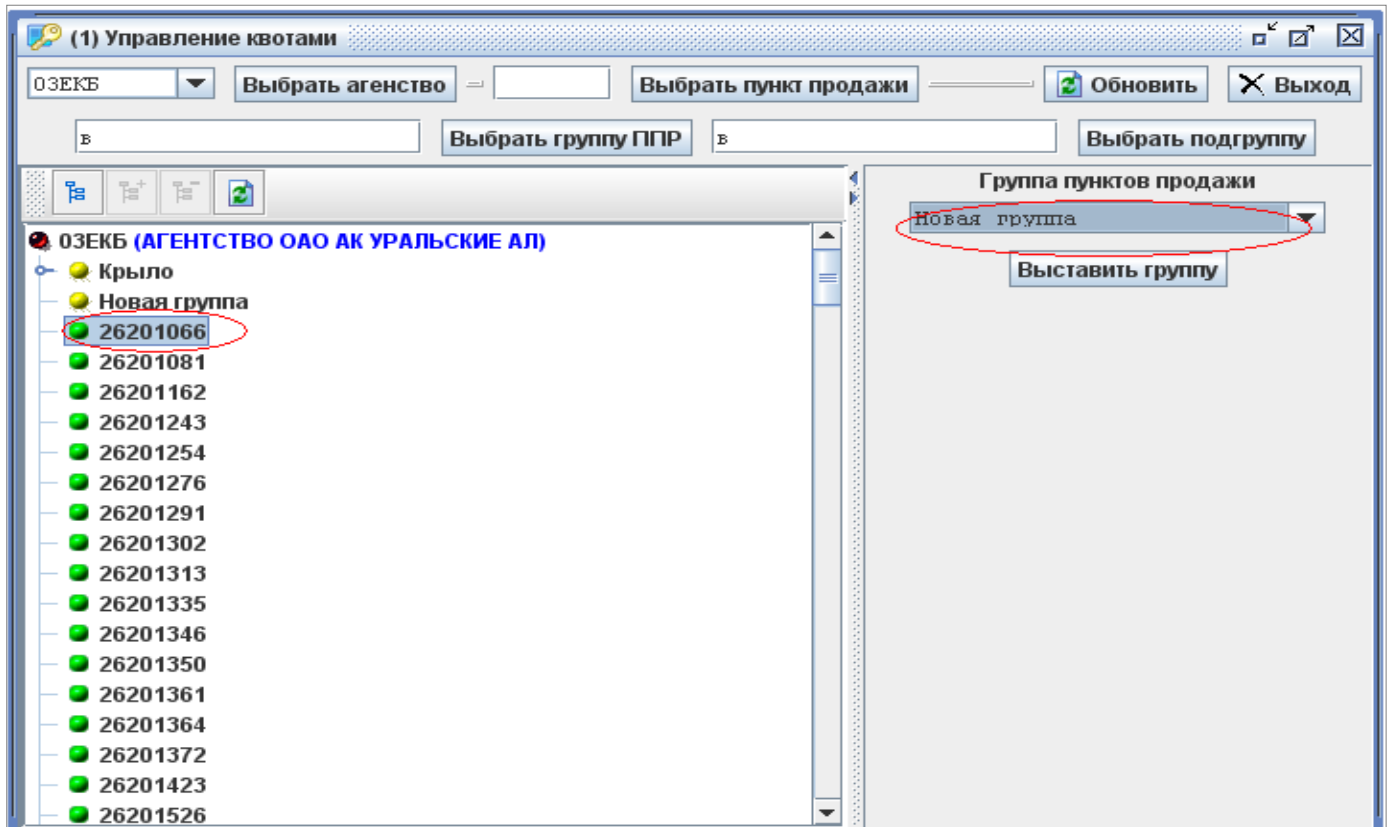
You may also rename or delete a SLO group. When a group is deleted, all SLOs included in the group will be moved to the common list of the agency's SLOs.

Creating subgroups in SLO groups

To create a subgroup within a SLO group, select the group in which you wish to create a subgroup, enter the name of the new subgroup in the *New subgroup name* field and click the *Add subgroup* button.
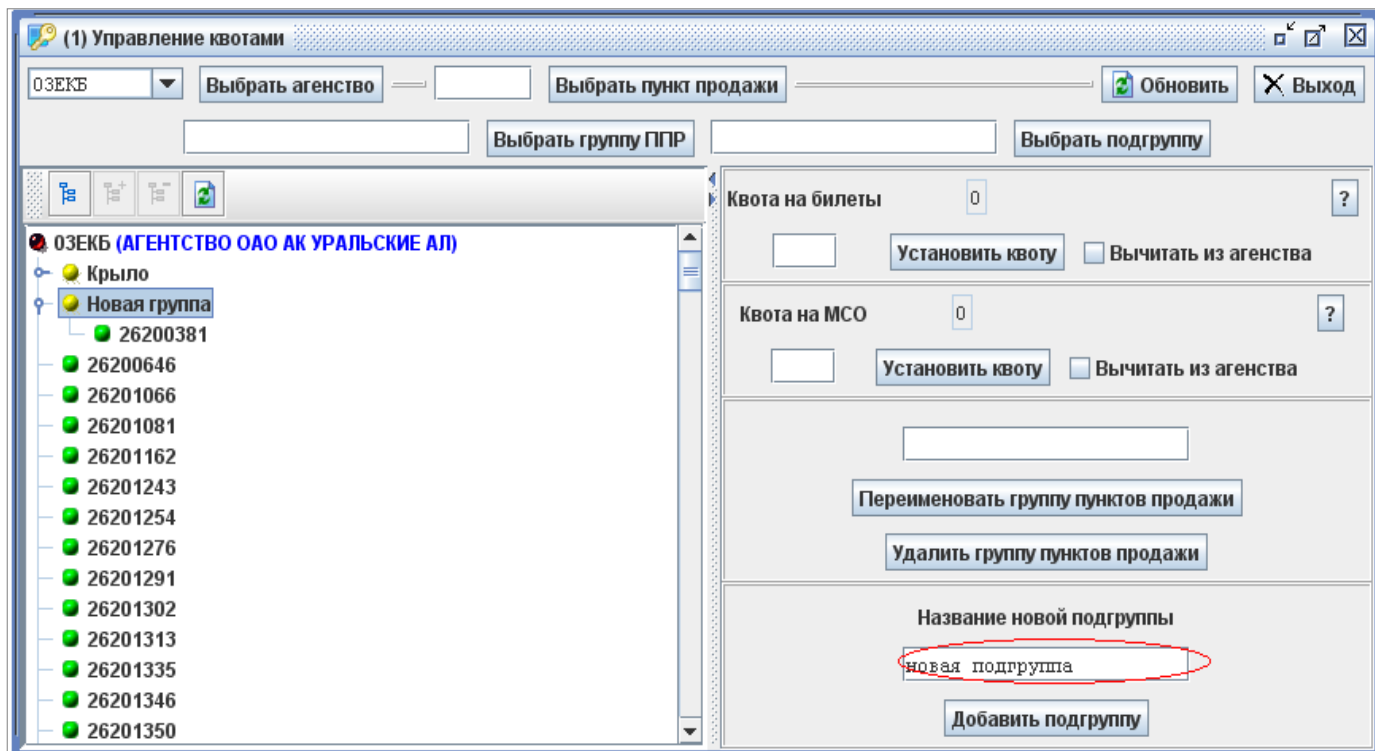
To move a SLO to a subgroup, use the same process as for including SLOs in a group: select the desired SLO, select the subgroup in the *SLO group* field and enable the *Include group* button.
You may also rename and delete subgroups.
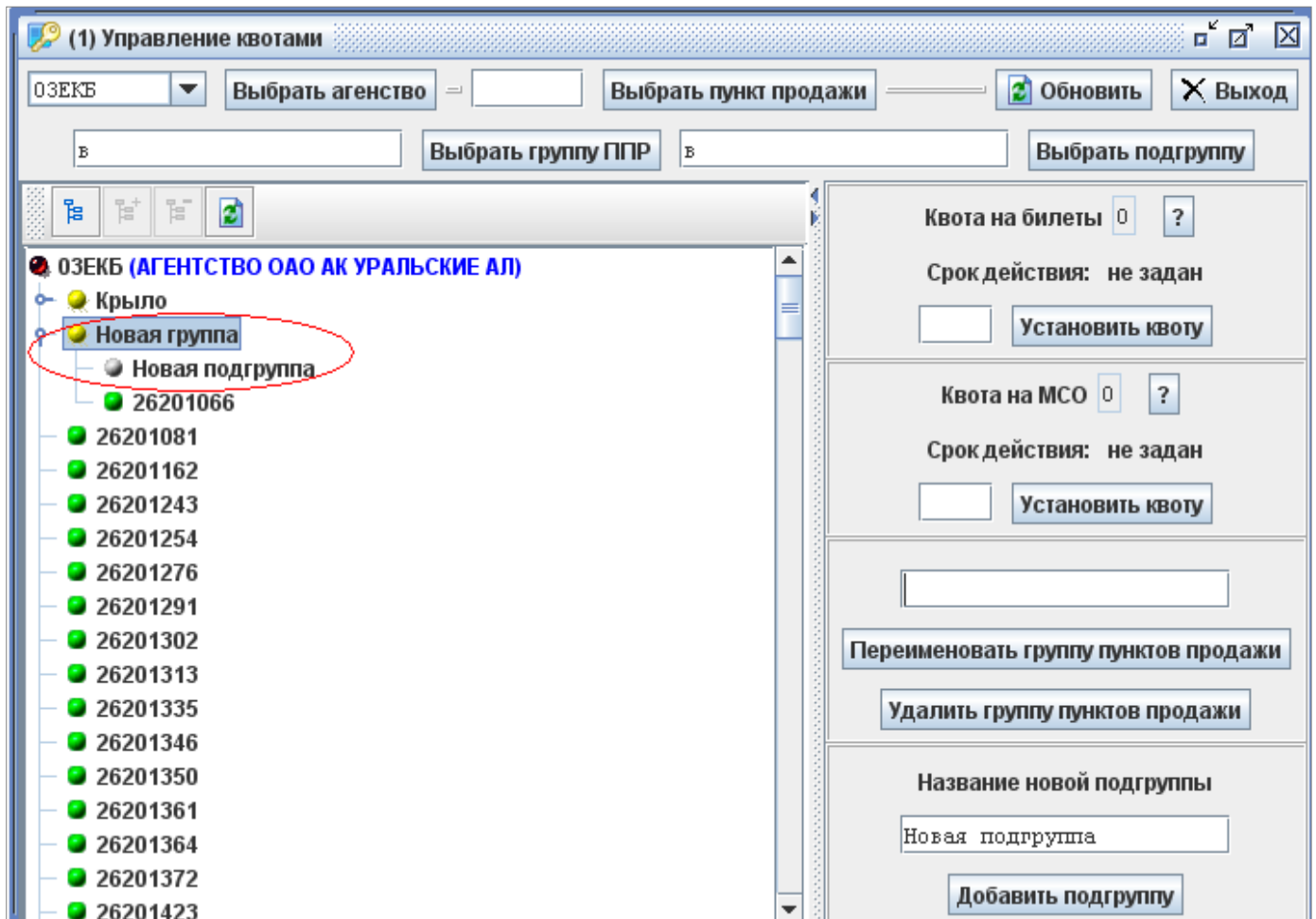
Important! When you delete a subgroup, all SLOs included in it will be moved to the group (not agency).

8.2.2.2 Creating SLO groups/subgroups outside of agency

Airline may also allocate common quota to a group of SLOs that belong to different agencies. To do this, you need to create a SLO group **outside of an agency**.

Enter the name of group in the *Name of new SLO group* field and uncheck the *Inside*
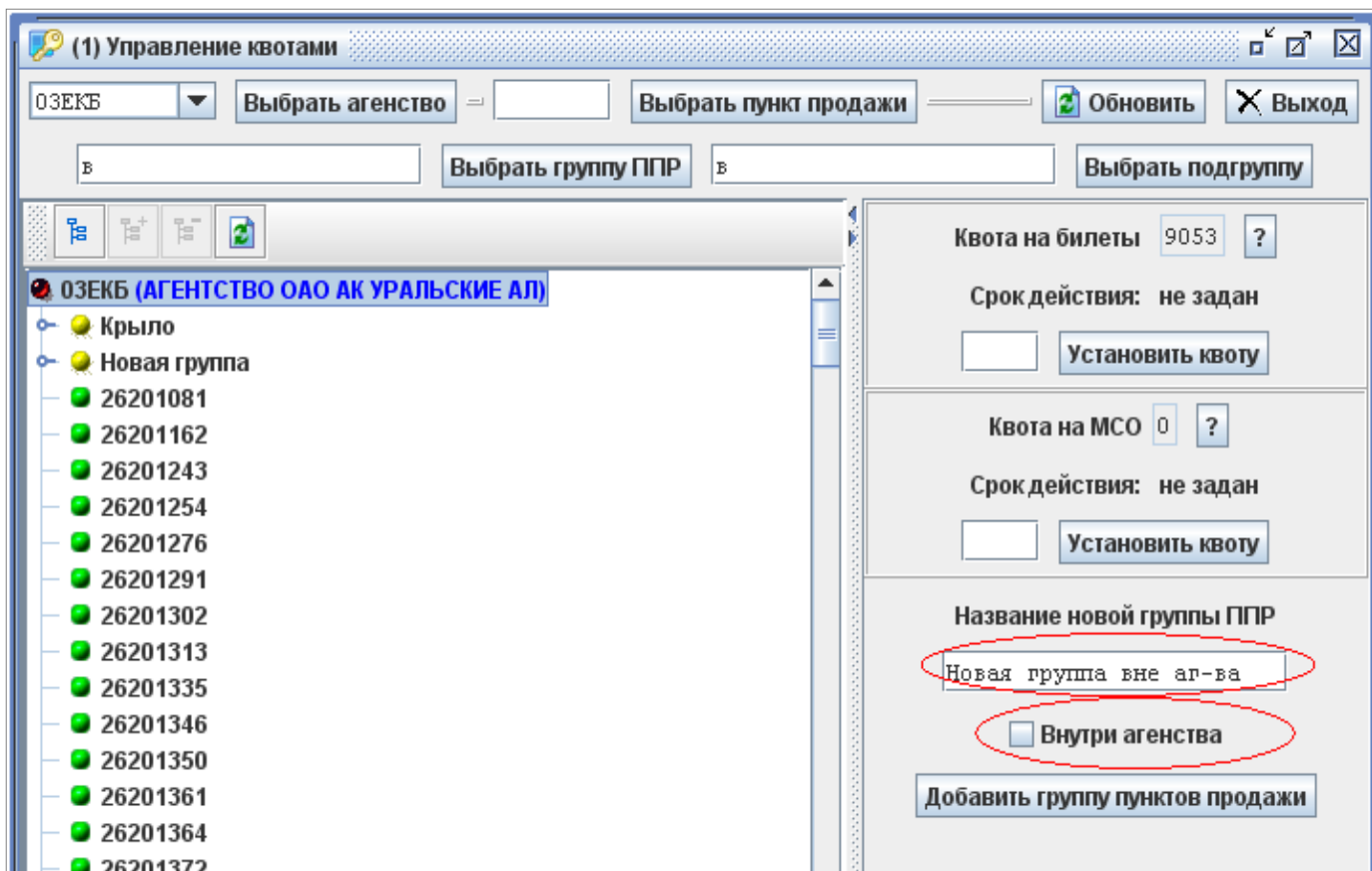
Agency box. The *Add SLO group* button will be enabled.
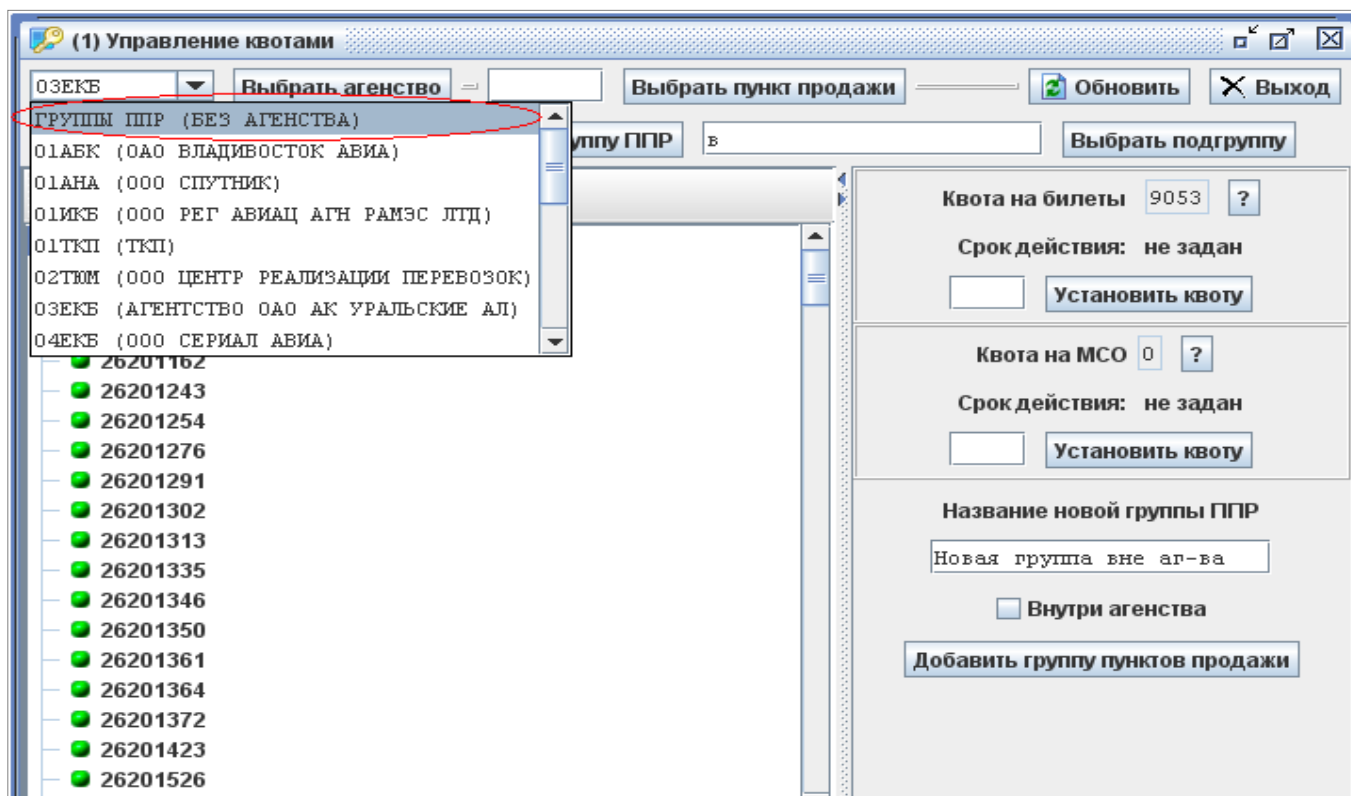
To find a group created outside of an agency, select *SLO groups (without agencies)* in the agency search field at the top of the screen and click *Select agency*.
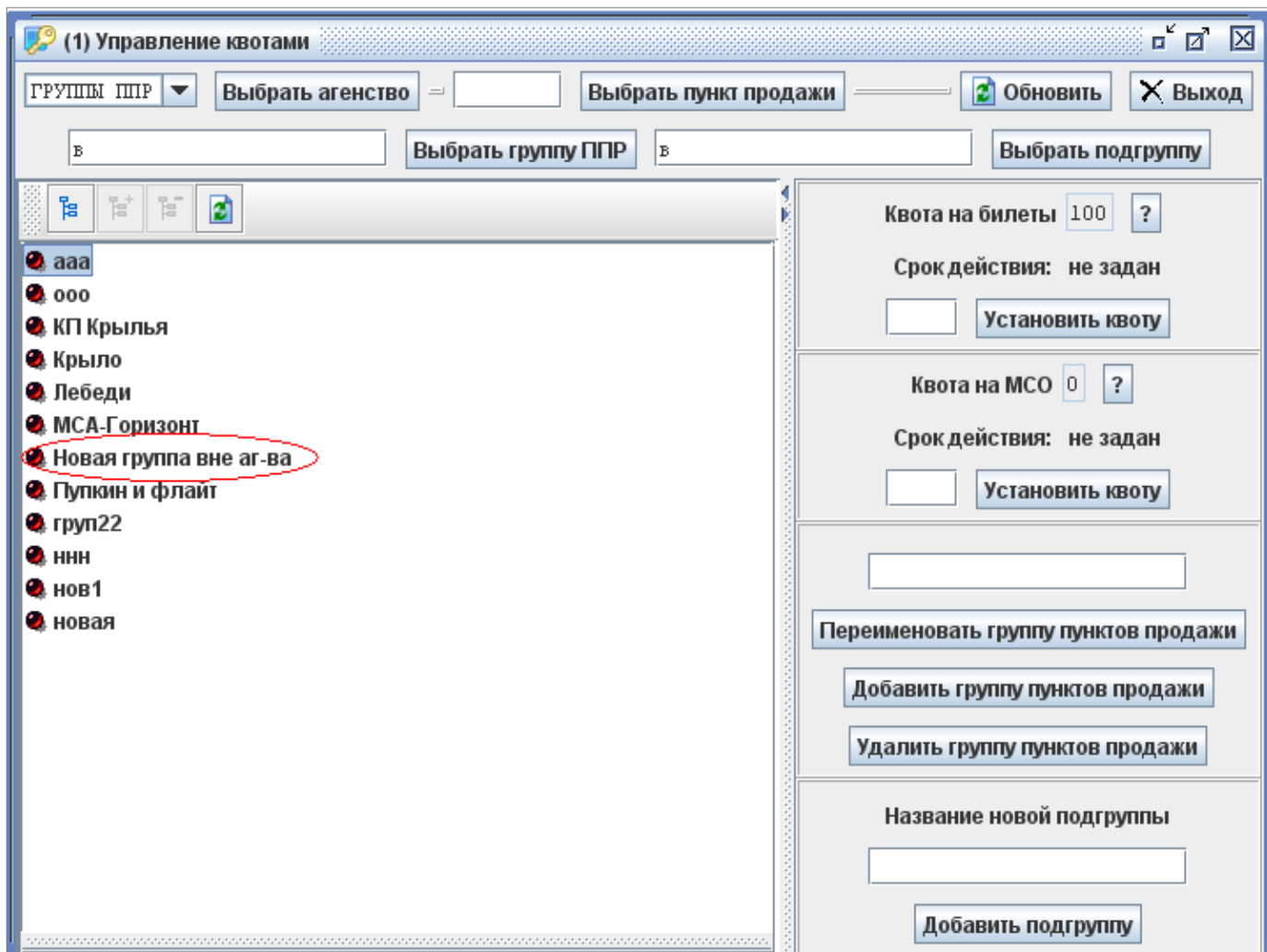
After you have added the group outside of the agency, move the SLOs into the created group one by one.

You may also delete a group outside of an agency using the *Delete SLO group* button. All the SLOs that used to be in the group will be returned to their respective agencies.
To optimize performance of ETS operator, all SLO groups without agency in the agency selection field are combined in the **SLO GROUPS** element.

Creating subgroups in groups outside of agency

To create a subgroup in a group outside of agency, specify the group in which you wish to create the subgroup, enter subgroup name in the *Name of new subgroup* field and click the *Add group* button.

The process of including a SLO in a subgroup outside of agency is equivalent to the process of including a SLO in a subgroup within an agency.
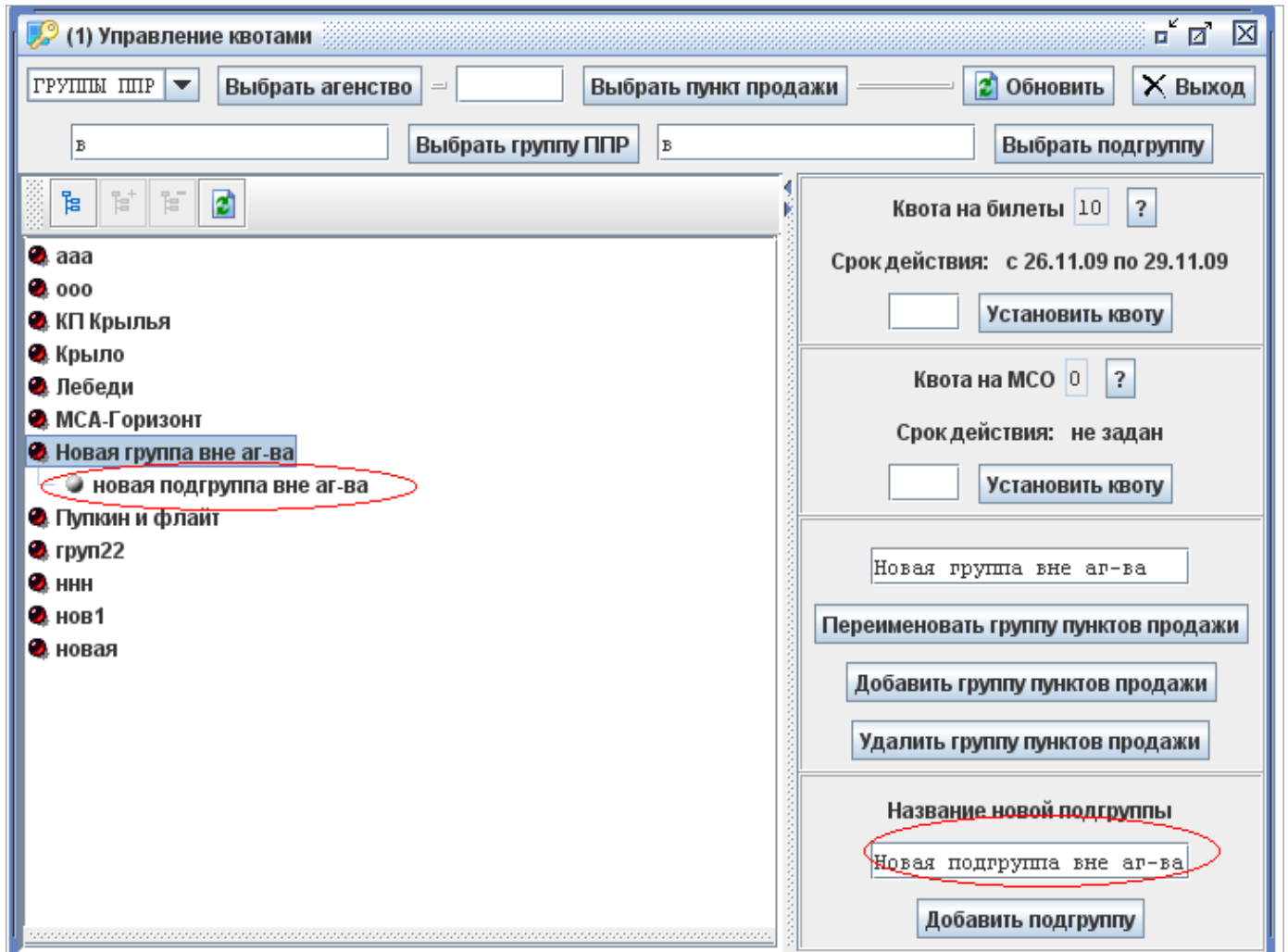
You may also rename and delete a subgroup.
Important! When you delete a SLO subgroup outside of agency, the SLOs that belonged to the subgroup will be returned to the agency.

8.2.2.3 Allocation of quotas

In Sirena-Travel ETS, the E-ticket issue quota may be allocated to an agency, SLO group and SLO subgroup (as well as SLO group/subgroup outside of agency).

Airline may select the process of quota allocation for groups and subgroups of SLOs: a quota may be derived from the agency/SLO group, or it may be assigned independently. Besides, a quota may also be configured to have a validity period.

8.2.2.3.1 Allocation of quota to agency

To allocate quota to agency, set the cursor on the agency name. This will enable the *Set quota* button.
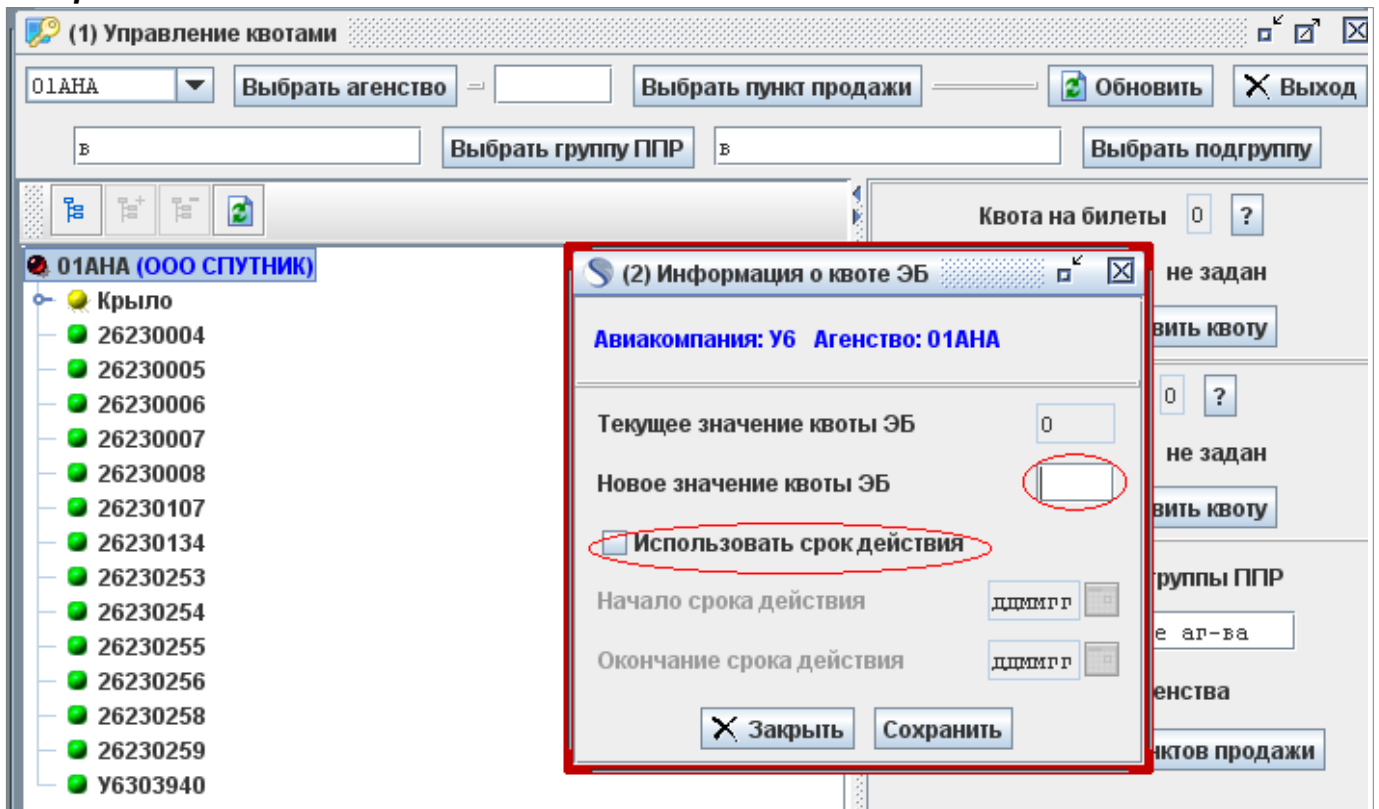
Allocation of quota to agency without validity period:

If there is no requirement to set the validity period for a new quota, only complete the *New E-ticket quota value* field and save the card.

Allocation of quota to agency with validity period:

If validity period must be assigned to the new quota, the validity period check box will be enabled after you have completed the *New E-ticket quota value* field, and the calendar will open where you can set the start and end dates of the validity period.
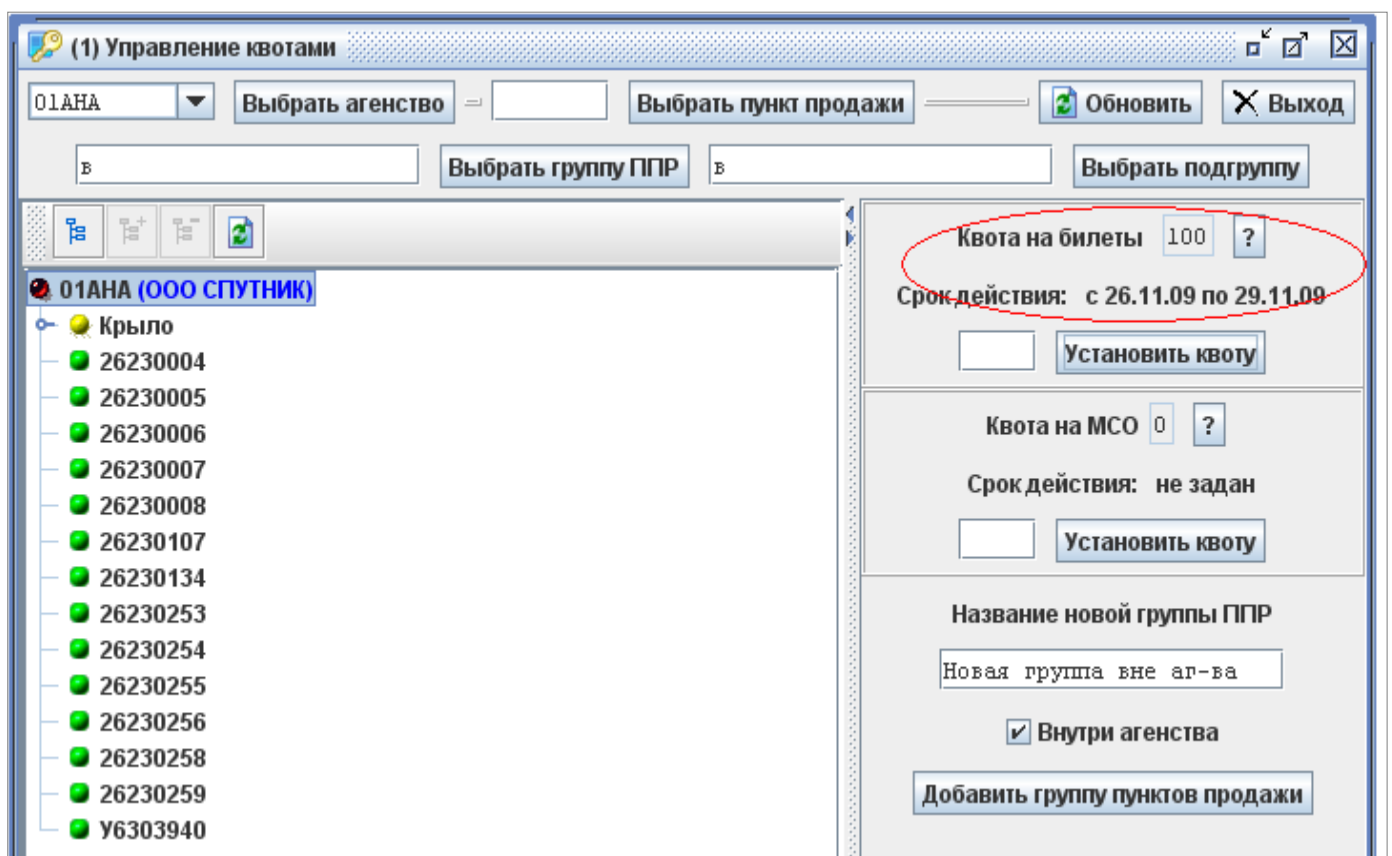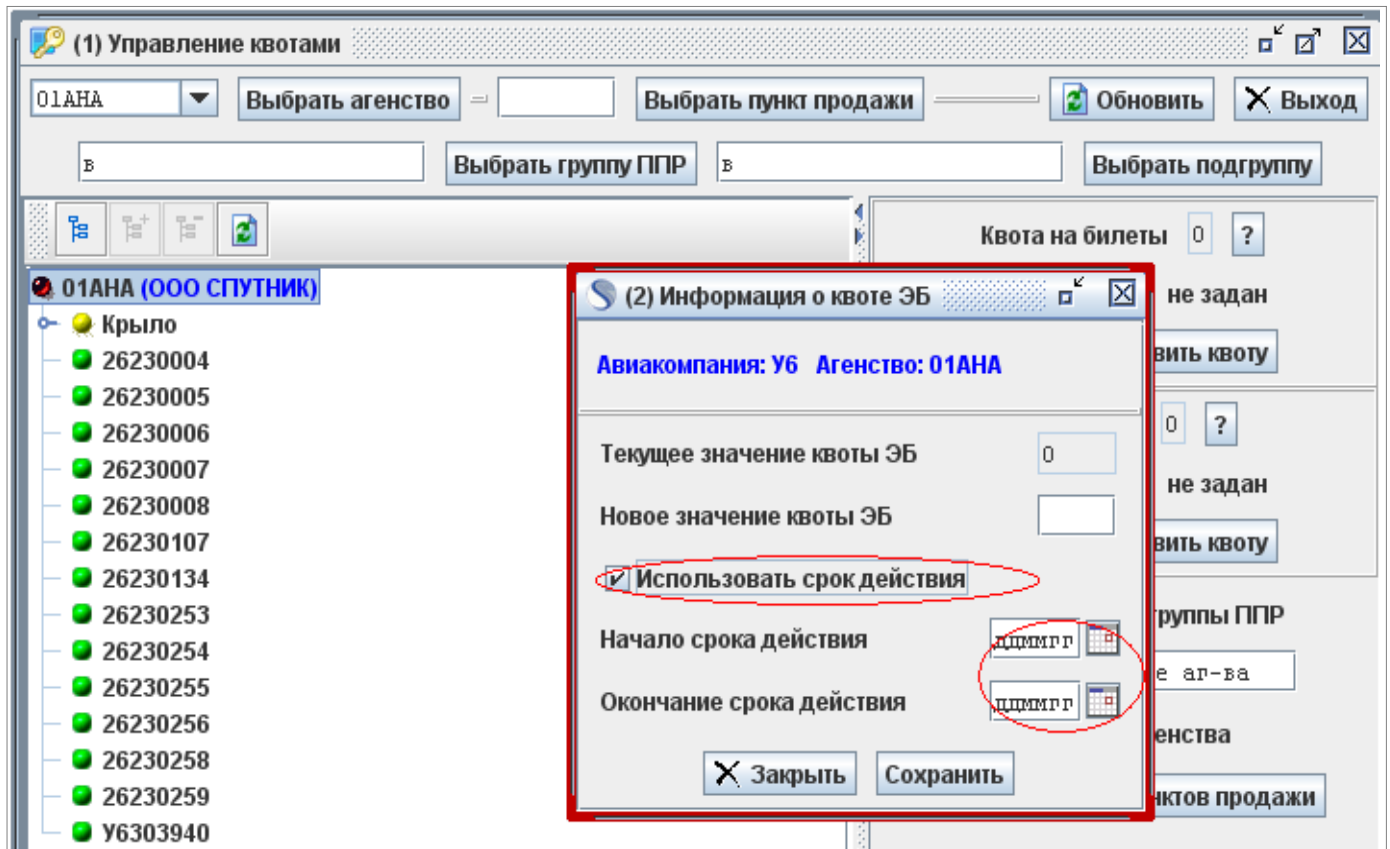
When dispatcher enters a past date by mistake, a warning notice will be displayed at the bottom of the terminal window: (Attention! Past date for quota validity period has been entered!)

Внимание: был введен уже истекший срок действия квоты!

If the validity period has expired, the dispatcher will receive an appropriate notification when browsing the catalog.

Квота на билеты [100] [?]

Срок действия: с 25.11.09 по 25.11.09 (Истек!)

8.2.2.3.2 Allocation of quota to SLO group/subgroup

To allocate quota to a SLO group/subgroup, select the corresponding SLO group/subgroup. This will enable the **Set quota** button.
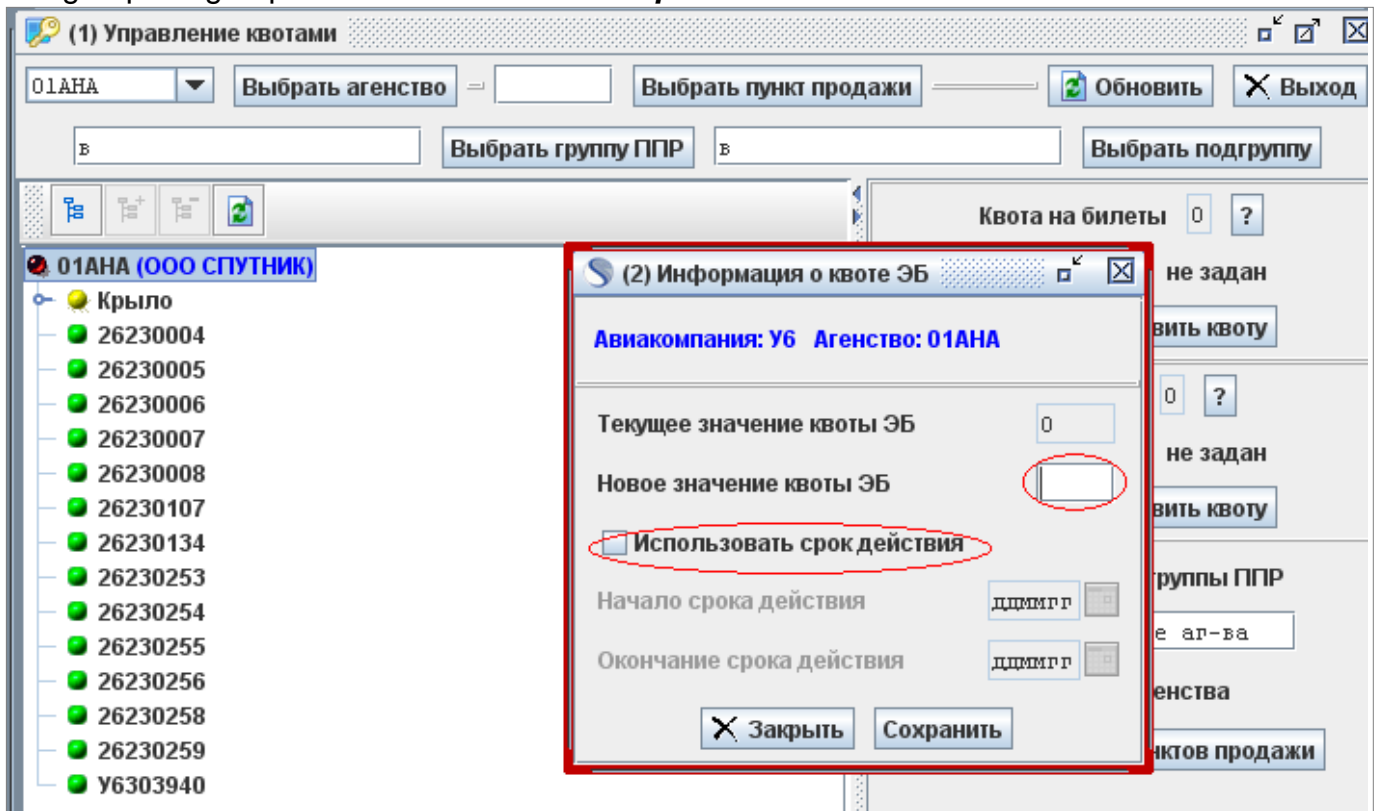
The module of quota allocation to group/subgroup includes a field used to control the quota distribution process — **Withdraw from parent.**
Agency is the parent for SLO group. SLO group is the parent for SLO subgroup.
If this field is disabled, the quota will be assigned independently (will not be withdrawn from the quota of agency/group).
If this field is enabled, the quota will be withdrawn from the agency/group that is superior in terms of organization structure. When assigning quotas using this algorithm, remember that parent quota value must be greater or equal to the total value of quotas of the groups/subgroups that belong to such parent.

To set quota validity periods, use the same process as the one described for agency quotas.
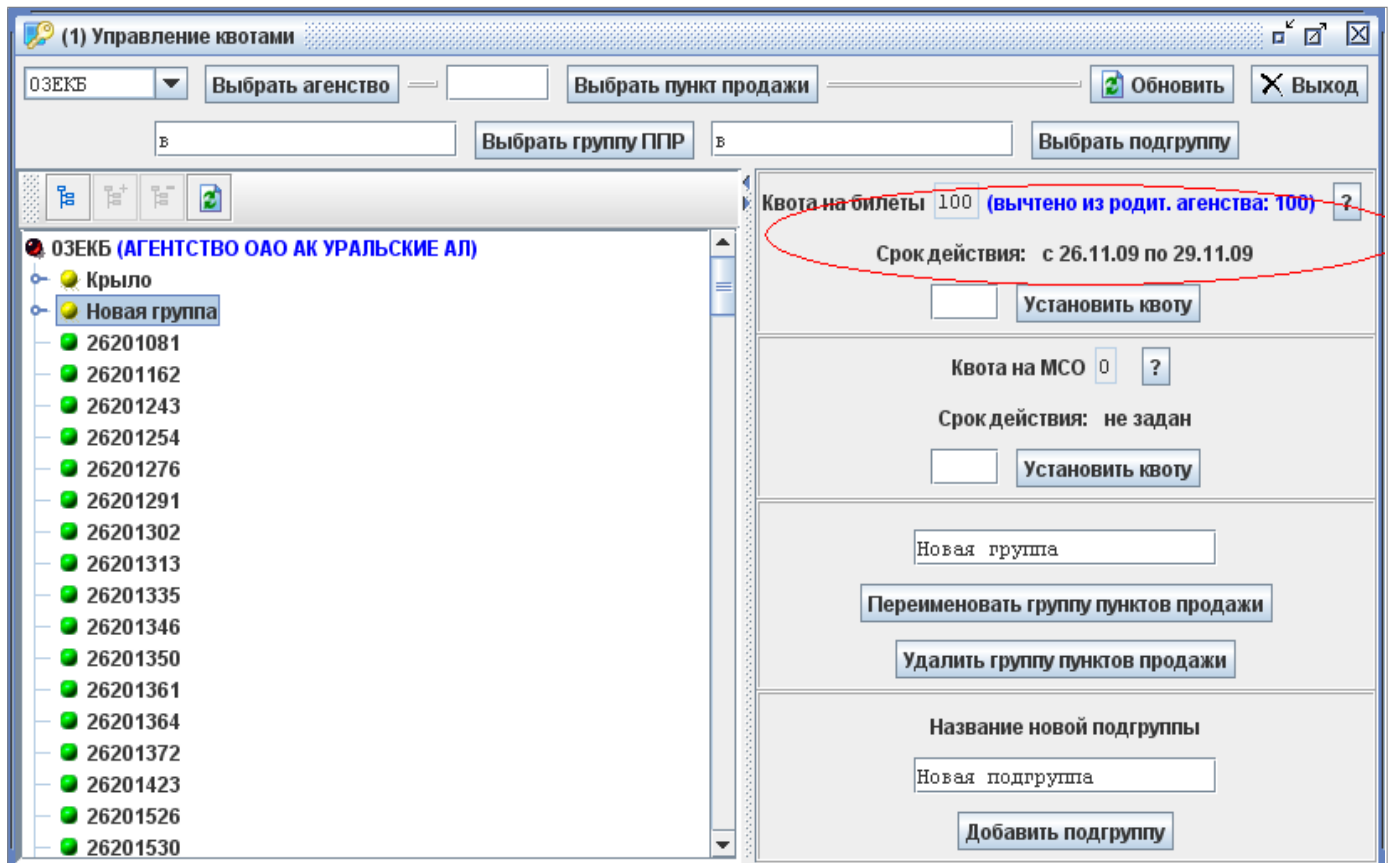
8.2.2.3.3 Allocation of quota to SLO group/subgroup outside of agency

To assign quota to a SLO group outside of agency, the dispatcher must select the *SLO GROUPS* element in the agency selection field and enable the *Select agency* button. The system will display the list of all the SLOs outside of the agency.
The process of allocation of quotas to SLO groups/subgroups outside of agency is equivalent to that of allocation of quotas to agencies and SLO groups.

(1) Управление квотами

ГРУППЫ ППР ▼ **Выбрать агенство** = [   ] **Выбрать пункт продажи** ── 🔄 **Обновить** ✕ **Выход**

[   ] **Выбрать подгруппу**

🌲 🌲⁺ 🌲⁻ 🔄

- 🐞 ааа
- 🐞 ооо
- 🐞 КП Крылья
- 🐞 Крыло
- 🐞 Лебеди
- 🐞 МСА-Горизонт
- 🐞 Новая группа вне аг-ва
  - └ 🌑 новая подгруппа вне аг-в
- 🐞 Пупкин и флайт
- 🐞 груп22
- 🐞 ннн
- 🐞 нов1
- 🐞 новая

(2) Информация о квоте ЭБ

Авиакомпания: У6

Группа ППР: Новая группа вне аг-ва

Текущее значение квоты ЭБ   [0]

Новое значение квоты ЭБ   [100]

☑ Использовать срок действия

Начало срока действия   [261109] 📅

Окончание срока действия   [291109] 📅

✕ Закрыть   Сохранить

…ота на билеты [0] [?]
…ствия: с 26.11.09 по 29.11.09
[   ] **Установить квоту**

…вота на МСО [0] [?]
…ок действия: не задан
[   ] **Установить квоту**

[…я группа вне аг-ва]

…овать группу пунктов продажи

Добавить группу пунктов продажи

Удалить группу пунктов продажи

Название новой подгруппы

[   ]

Добавить подгруппу

8.3 Denial to issue electronic tickets

To enable control of E-tickets issue, international distribution systems (Amadeus, Galileo, etc.) feature the **Ticket issue denial** module to process flights for which the issue of electronic tickets is denied.
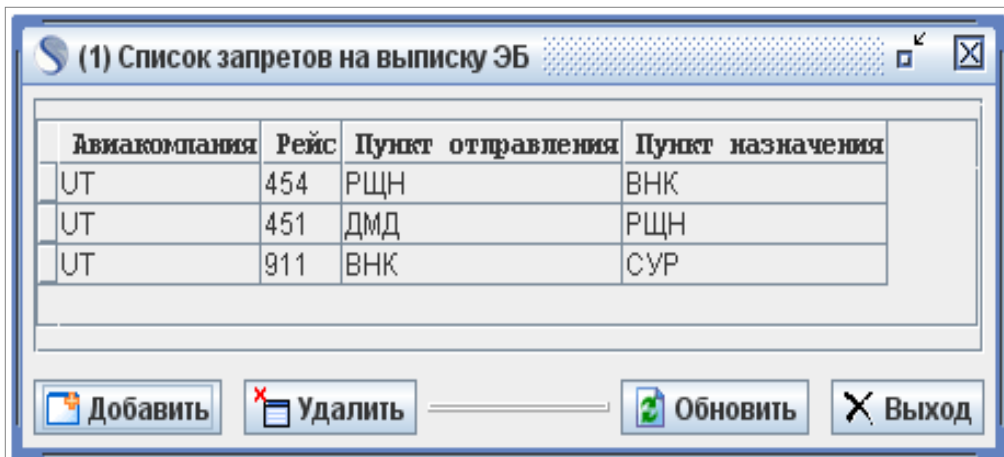
To add a new entry to the list of denied flights, you need to enable the *Add* button:
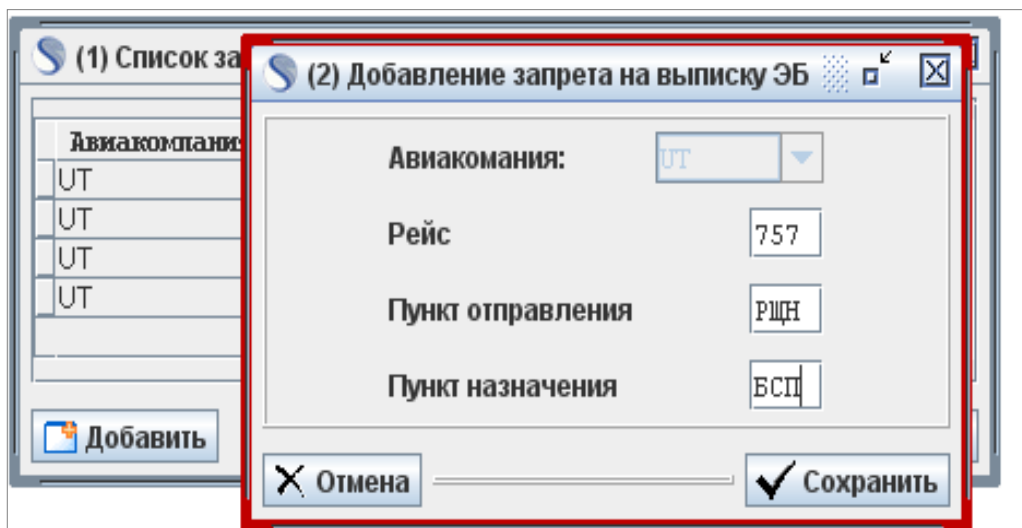
Next, complete all the fields that describe the flight.

Important note: Enter airport code in the *Point of departure* and *Point of arrival* fields.

When the distribution system displays city codes instead of airport codes (this is possible when you process "open-date" segments or "for landing" segments), E-ticket issue will be possible even if it denied.

To remove an entry from the list, select the appropriate line and click **Delete.**

9 System settings

This module includes catalogs that contain specific data on addresses and routing of messages used in the exchange of data between the ETS and the booking and registration systems. Catalogs **Edifact profiles, Interline partners, Booking Systems** and **Registration systems** are maintained by Sirena-Travel specialists. To add data on new actors, the airline must submit a request to Contracting Department and provide partners' contact details for accurate description and checkout of the network interaction.

9.1 Airline Settings catalog

This catalog allows the airline to control the list of segment statuses permitted during E-ticket sales, free baggage currency, format of daily statistics file on ETLR coupons, submission of special message with ETF tag, and codes of the airline's E-ticket forms.

ETLR file format control

If the airline needs the daily statistics file to contain the complete history of changes of E-ticket coupon statuses (not only the history of final status), check the **All status changes in ETLR** box.
If the airline needs to receive comprehensive information on the forms of payment used (processed by Sofi application), check the **Advanced FOR in ETLR** box.
To include in the ETLR format the passport information (processed by Sofi application) that is not used in international formats, check the **Passport info in ETLR** box.
If the airline requires all types of passenger identification documents (birth certificate, etc.) to be submitted, make sure IFT_Foid=6 setting is enabled in the ETS catalog of GRS.

Setting the permitted segment statuses

These settings are used when the airline interacts with international distribution systems where denial to issue electronic tickets on unconfirmed segments with defined status (e.g., status RQ (HN in PNR)) is impossible.

To delete or add status, select the appropriate line, right-click on it to open table management popup menu and select the required action.
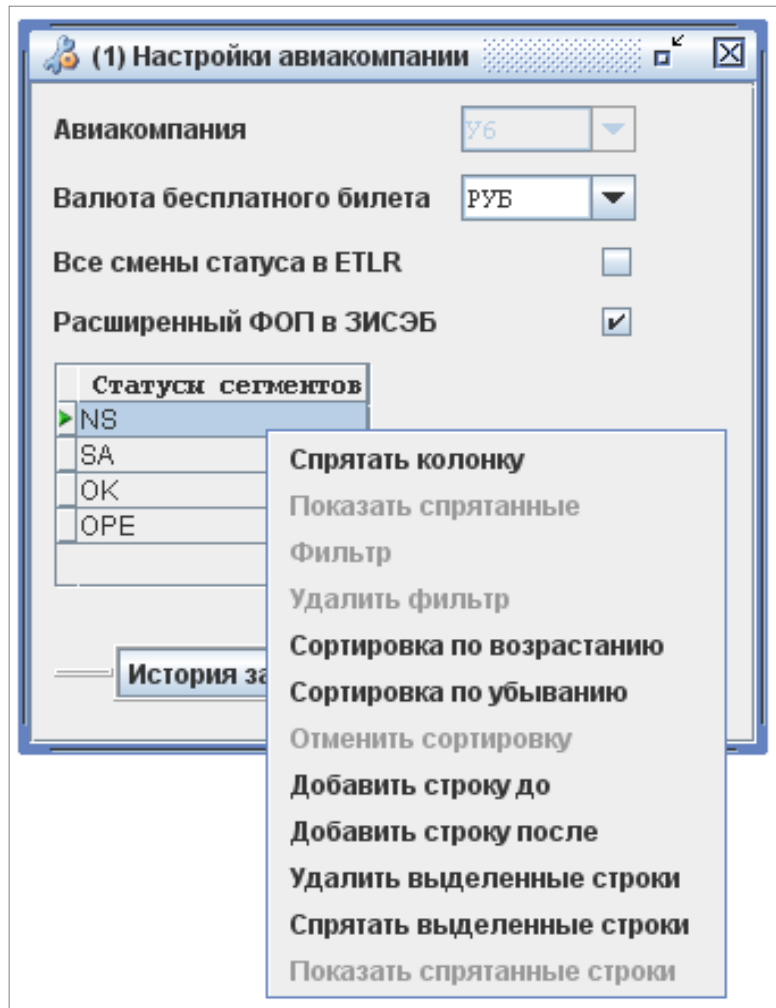
ETF submission

To enable control of the passengers who have departed earlier, ETS features submission of a special message with ETF tag, which is sent to and processed by the airline's host server. If the **ETF submission** box is checked, the system will analyze changes in departure dates for used coupons. If the departure date was changed to an earlier date than in the issued E-ticket, an ETF message will be generated for such ticket/coupon.

Codes of E-ticket forms

To display the codes of airline's E-ticket forms, use the **E-ticket form codes** field. Quotas allocated for the airline's E-tickets will be controlled only with respect of the specified E-ticket form codes (they will not be checked when notifications of issue of E-tickets whose form code is not listed (TCH, BPS form codes) are processed).

10 Electronic ticket search

There are two ways to search for an electronic ticket: search by ticket number, and advanced search, where you specify the flight number, points of departure/arrival (airports for multi-airport cities), departure dates and full name of passenger. If you use the second search method, the system will produce a list of all available tickets. You may make this list significantly shorter by entering the passenger's last name in the search parameters (the first three letters are usually enough). The advanced search option also features the *Show departed only* filter that helps you find tickets in which the coupon for the specified flight is marked as flown (status F).

The advanced search will result in a list of passengers with electronic tickets on the specified direction / flight.

Фамилия пассажира	Имя пассажира	Номер PNR	Номер билета	K	Рейс	Дата выл.	Отпр.	Назн.	КСтат.
ДОРТИ	ВАПВАП	06BRWW	2986151050863	1	UT-451	241208 10:30	ДМД	РЩН	O
РИСТИН	ВАПВАП	06BS0N	2986151050865	1	UT-451	241208 10:30	ДМД	РЩН	V
БИТИН	ВАПВАП	06BTDP	2986151050911	1	UT-451	241208 10:30	ДМД	РЩН	O
КУБИТИН	ВАПВАП	06BTDP	2986151050912	1	UT-451	241208 10:30	ДМД	РЩН	O
КУБИТИН	АПАН	06BTDP	2986151050913	1	UT-451	241208 10:30	ДМД	РЩН	O
РУЗИН	ВПВП	06BFGL	2986151051058	1	UT-451	241208 10:30	ДМД	РЩН	O
РУЗИН	ВВПВП	06BFGL	2986151051059	1	UT-451	241208 10:30	ДМД	РЩН	O
РУЗИН	УВВПВП	06BFGL	2986151051060	1	UT-451	241208 10:30	ДМД	РЩН	O
ВАПВАПВА	АВПВАП	06BZPW	2986151051384	1	UT-451	241208 10:30	ДМД	РЩН	O
АВПВАПВАПВА	АВПВАП	06BZPW	2986151051385	1	UT-451	241208 10:30	ДМД	РЩН	O
ВАВПВАПВАПВА	АВПВАП	06BZPW	2986151051386	1	UT-451	241208 10:30	ДМД	РЩН	O
НВАВПВАПВАПВА	АВПВАП	06BZPW	2986151051387	1	UT-451	241208 10:30	ДМД	РЩН	O
КНВАВПВАПВАПВА	АВПВАП	06BZPW	2986151051388	1	UT-451	241208 10:30	ДМД	РЩН	O
УКНВАВПВАПВАПВА	АВПВАП	06BZPW	2986151051389	1	UT-451	241208 10:30	ДМД	РЩН	O
ЕУКНВАВПВАПВАПВА	АВПВАП	06BZPW	2986151051390	1	UT-451	241208 10:30	ДМД	РЩН	O
УЕУКНВАВПВАПВАПВА	АВПВАП	06BZPW	2986151051391	1	UT-451	241208 10:30	ДМД	РЩН	O
TEST	TEST	06V0PB	2986151052541	1	UT-451	241208 10:30	ДМД	РЩН	O
TEST	TEST	06V0PV	2986151052542	1	UT-451	241208 10:30	ДМД	РЩН	V
TEST	TEST	06V0PV	2986151052543	1	UT-451	241208 10:30	ДМД	РЩН	F
TEST	TEST	06V0PV	2986151052544	1	UT-451	241208 10:30	ДМД	РЩН	F
TEST	TEST	06V0PS	2981260008061	1	UT-451	241208 10:30	ДМД	РЩН	F

Смена стат.   ✓ Просмотр   B Excel   Печать   Обновить   ✕ Выход

As soon as you have selected the appropriate ticket, the system will shown the electronic ticket card that contains the following information:
- data on the distribution and inventory systems in which the order was created, as well as numbers of orders in these systems
- date of ticket issue
- information on the agent that issued the ticket
- passenger information

-all the related tickets of the passenger with detailed information on each flight coupon, allowing to browse the history of each individual coupon
-ticket payment details, including tariff calculation (displayed as tariff chain), final amounts of tariffs and charges, and payment currency.

10.1 Viewing partner airline's tickets

You may check ticket status in the ETS of a partner airline using the E-ticket search module by selecting the following options: search **In host of validator** or search **In host of airline**.

If your airline was the validating airline, you may view the ticket in the host of the operating airline by checking the **In host of airline** box.

In response to your search request, the system will show a display of the operating airline's ticket with no active buttons for viewing history, changing status, etc.

If your airline was the operating airline, you may view the ticket in the host of the validating airline by checking the **In host of validator** box.

10.2 Operations with ticket

If the agent cannot perform certain operations with an electronic ticket (due to communication failures or software errors), ETS dispatcher may perform the following operations directly in ETS:

- **Recall** – *this op*eration is equivalent to the E-ticket issue cancellation commands (OT/IO) in the distribution system and sets "V" status (cancelled) for all ticket coupons.
- **Return** – this operation is equivalent to the return command in the distribution system (AP) and sets "R" status for all ticket coupons (remember that no financial documents are issued; all the appropriate document will have to be prepared manually).
- **Return cancellation** – this operation is equivalent to the return cancellation command (IO). It cancels any previous returns and sets "O" status for all ticket coupons.
- **System cancellation of issue** – this operation replaces the system's actions for cancellation of E-ticket issue in case of communication failures and software errors and sets "V" status for all ticket coupons.

-**Exchange recall** – this operation is equivalent to the E-ticket exchange/reissue command (IO) and is to be performed with a newly issued ticket. As a result of this operation, the status of coupons of an exchanged ticket will be restored to "O", and the status of coupons of a newly issued ticket will change to "V".

To perform a corresponding operation, click the like-named button in the "Operations with ticket" field. As a result of the operation, the status of all coupons of a ticket will change correspondingly.

10.3 Change of flight coupon status

If previous operations applied to the entire ticket (all coupons of the ticket), use the "Status change" option in the "Ticket" field to control status of individual ticket coupons. To change status of a coupon, select the appropriate coupon and click the "Change status" button. The system will display the "Changes of coupon status" panel to the dispatcher. The panel indicates the route segment for which the coupon was issued, current status of the coupon and a field for selection of new coupon status. When you click on the new status field, it will show all the possible values to which the current status can be changed. Double-click to select the appropriate status and click *Confirm* (to cancel status change, click *Cancel*).

Remember that statuses that are marked red are final statuses, and in order to restore the coupon's open status, dispatcher needs to have the right to *Restore final status* or *Restore final status for 24+ hours*.
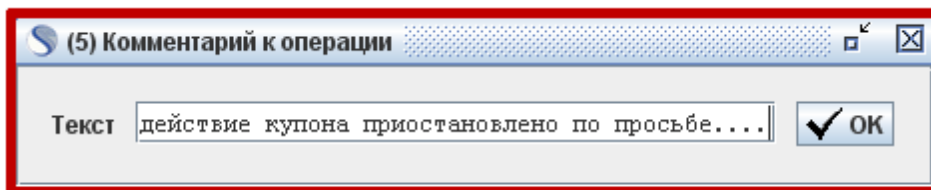
To add a comment when changing coupon status, use the **Comments** text field, where you can make entries up to 100 characters long.
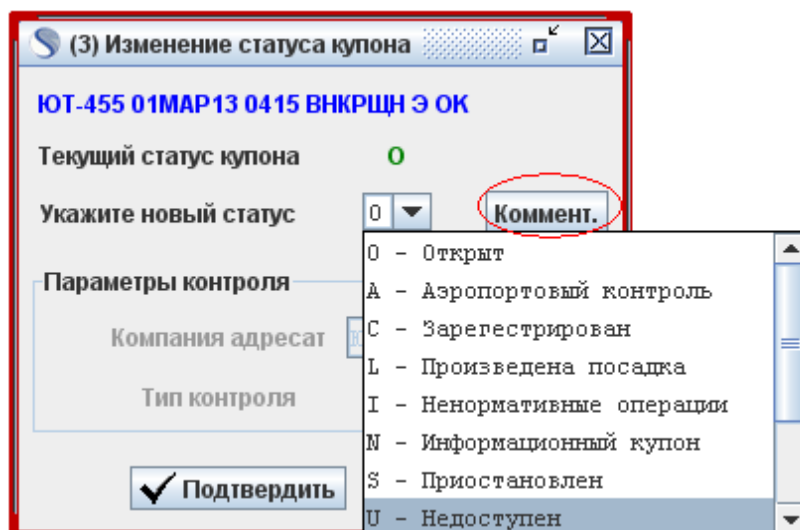
To add a comment, complete the following steps:
- Select new coupon status
- Click the comment button next to the status field (circled in red in the picture)
- Enter the comment in the form that opens

Н-р,

–   When you have entered the comment, click **OK**.

You may edit this field, unless you have completed the final confirmation of the change of coupon status by clicking **Confirm**.

The comment you have entered will be displayed in the "Coupon history".
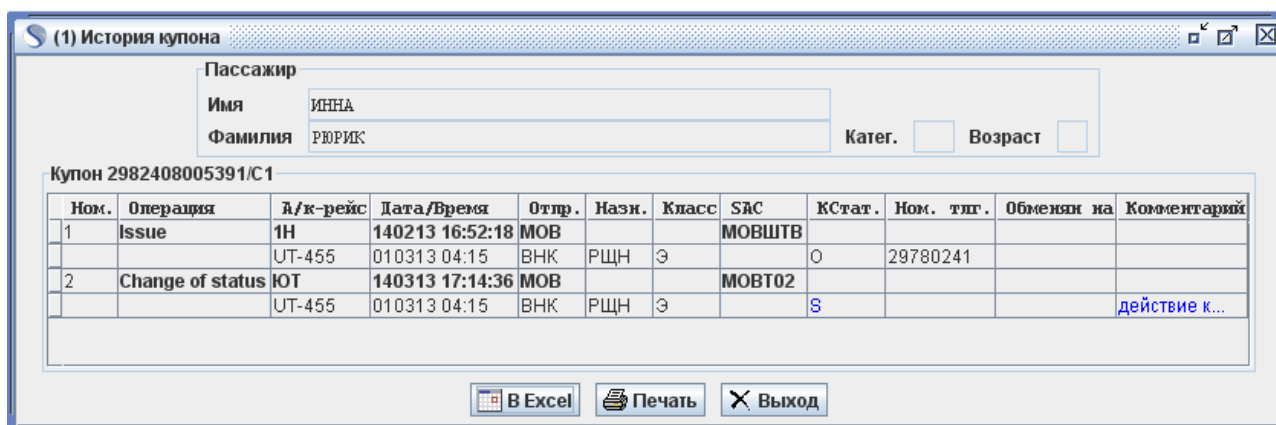
You may see the complete text of comment by double-clicking on the comment field.
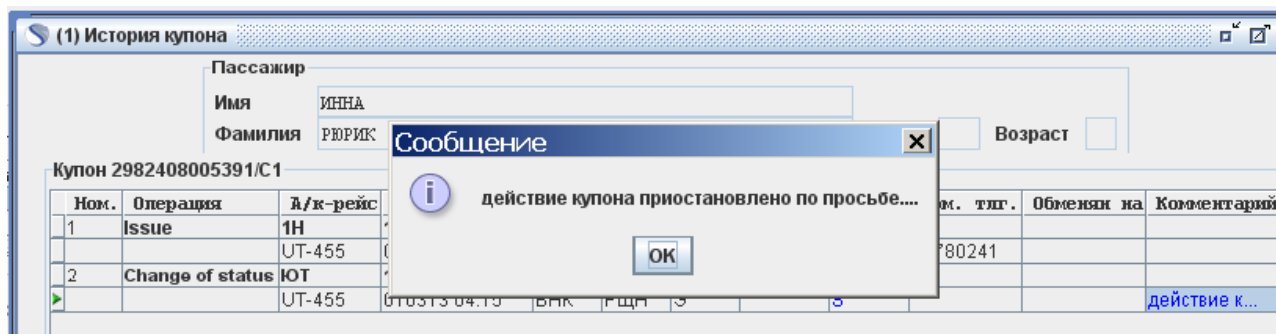
10.4 Mass change of flight coupons status

Where you need to change flight coupon status for a group of passengers or all passengers on the flight, use the "Change status" button.

To change status of coupons, select the lines (click on the line while holding Ctrl button on the keyboard) for which you need to change status and then click *"Change status"* button. Remember that this request will only process tickets with similar coupon status. Do not

select lines with a different status and change their status separately. You cannot change status of coupons with final status.

10.5 Preparation of statuses of E-ticket coupons in ETS prior to automatic transfer of passengers at inventory center

Before the inventory center completes transfer of passengers from one flight to another, statuses of E-ticket coupons in the airline's ETS must be verified.
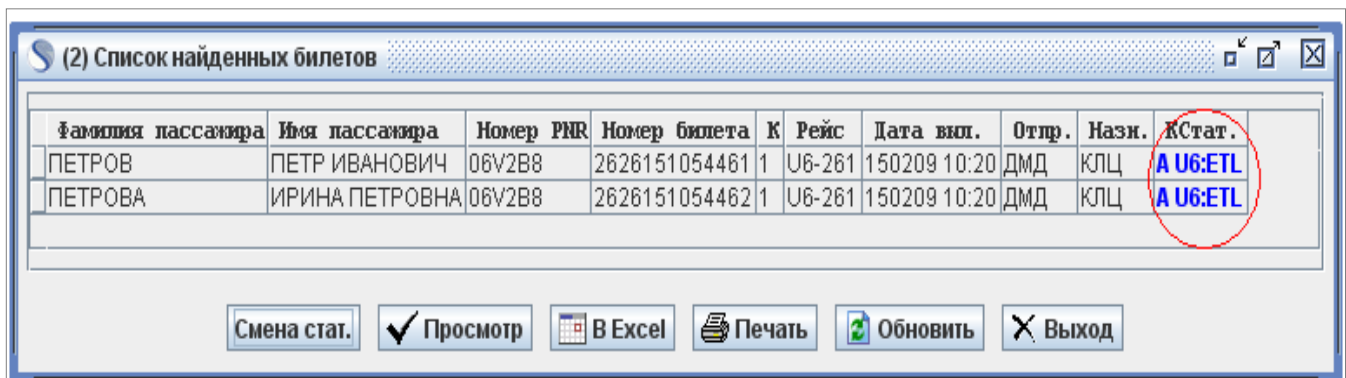
If the coupons have already been placed under the airport supervision of the airline's DCS (in this case, the coupons' status will be **A:ETL**), status of such coupons must be changed

S (2) Список найденных билетов									
Фамилия пассажира	Имя пассажира	Номер PNR	Номер билета	К	Рейс	Дата вл.	Отпр.	Назн.	КСтат.
ПЕТРОВ	ПЕТР ИВАНОВИЧ	06V2B8	2626151054461	1	U6-261	150209 10:20	ДМД	КЛЦ	A U6:ETL
ПЕТРОВА	ИРИНА ПЕТРОВНА	06V2B8	2626151054462	1	U6-261	150209 10:20	ДМД	КЛЦ	A U6:ETL

Смена стат.   ✓ Просмотр   В Excel   🖨 Печать   🔃 Обновить   ✗ Выход

to "O". Otherwise, route change operation in ETS will not be completed.

You do not need to change status to "O" for coupons placed under the supervision of the validating carrier (in this case, the coupons' status will be N). The airline's ETS will automatically request control from partner.

10.6 Change of booking

In case of change of carriage conditions for a passenger, provided that information on such change comes to notice at the time of check-in for the flight and there is no way to re-issue the ticket in the distribution system that was used for ticket issue (for example, a passenger had booked an open-date ticket, and the actual date and time of departure was determined when the passenger was already at the airport), ETS dispatcher may manually adjust the flight route.

Important! ETS no longer features the route control option, when airports could only be changes within one city. Flight route can be changed now.

To complete this operation, select the appropriate coupon and click the "Change booking" button. The system will offer the dispatcher a new window with fields that can be used to adjust the passenger's flight route.
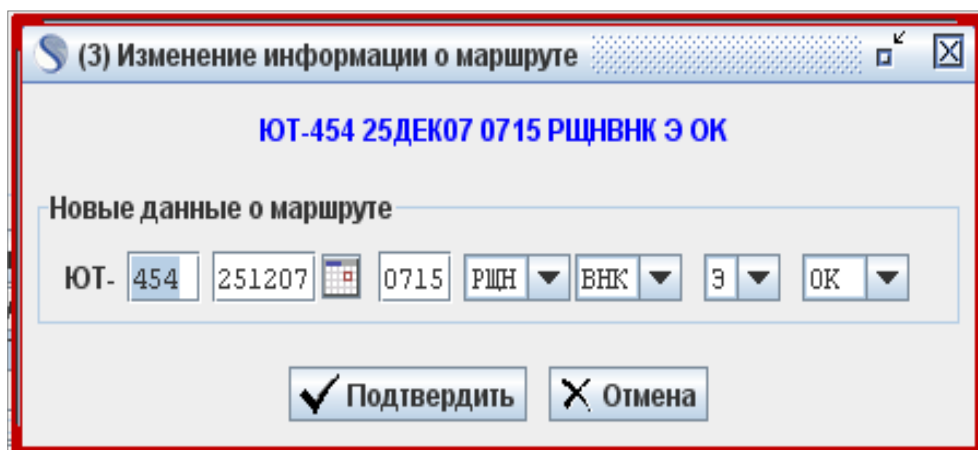
When the route has been selected, you need to confirm it by clicking the "Confirm" button. Otherwise, click the "Cancel" button.

10.7 Flight coupon history

To view creation history, select the flight coupon and click *Coupon history*.

The history of each operation with the coupon will be shown in two lines. The first line reflects operations performed with the coupon and provides information on the system (distribution, inventory or registration) and console from which these operations were performed, as well as the time and place of operations.
The second line represents key parameters of the coupon, airline, flight, data and time of departure, airports, and coupon status.
The coupon may have the following statuses:

A – Airport Control – operating airline took control of the coupon to prepare it for processing by the registration system
C – Check-in –passenger has checked in the baggage and/or received boarding pass

E – Exchanged/Reissued – the price of E-ticket coupon was included in the price paid for the new transaction

F – Flown – carriage under the flight coupon of E-ticket completed

G - Exchanged/FIM — coupon exchanged for FIM at discretion of the ground-based processing entity (registration system)

L – Lifted/Boarded – passenger has boarded

N – Coupon Notification – indicator or "alien" coupons or coupons for which the final statuses (*E, F, P, R, X*) have been set

O – Open for use – coupon is open for use; code of coupon status may be changed to any other status but T

P – Printed – flight coupons of the E-ticket have been printed in hard copy

R – Refunded – outstanding cost of flight coupons of the E-ticket has been refunded to passenger

V – Void – coupon is void

Z – Closed – carrier denied use of the coupon.

The following statuses are final statuses:
E – Exchanged/Reissued – the price of E-ticket coupon was included in the price paid for the new transaction

F – Flown – carriage under the flight coupon of E-ticket completed

P – Printed – flight coupons of the E-ticket have been printed in hard copy

R – Refunded – outstanding cost of flight coupons of the E-ticket has been refunded to passenger

V – Void – coupon is void

X – Print exchange – electronic ticket has been printed with a new ticket number without changing the originally paid tariff

Z – Closed – carrier denied use of the coupon.

10.8 Operations with interline tickets

Airline's ETS stores E-tickets that were validated by the operating airline and the interline partner airline.

Description of issue process and further operations with interline tickets:

1/ When issuing an interline ticket, the distribution system submits an E-ticket issue request to the validating carrier's ETS.

2/ Validating carrier's ETS saves all E-ticket coupons in "O" status and confirms issue of E-ticket to the distribution system.

3/ At a certain point in time (based on the agreement between partners), validating carrier's ETS submits to the operating carrier's ETS a request containing information on the issued electronic ticket and sets the status of the operating carrier's coupon as "A". Validating carrier's ETS does not check if the request has been successfully processed by the operating carrier's ETS.

There are three potential modes of control transfer:

– Control of the coupon is turned over immediately upon issue of the E-ticket.

– Control of the coupon is turned over depending on the flight departure time (If time remaining till departure is over 72 hours, control of the coupon will be turned over 72 hours before departure. If time remaining till departure is less than 72 hours, control will be turned over immediately).

– Operating carrier submits a request to gain control of the coupon.

4/ Operating carrier's ETS receives information on the E-ticket and saves all the E-ticket coupons. The status of the operating carrier's coupons is "O", and the status of other carriers' coupons is "N".

5/ Once the operating carrier has assigned the final status to its coupon (registration system notifies that the passenger has flown), operating carrier's ETS must provide to the validating carrier's ETS information on the change of coupon status within a certain period of time (also determined in the agreement).

For Sirena-Travel ETS, the final status is communicated to the validating carrier's ETS on the next day after flight departure, but in any case no sooner than 6 hours after assignment of the final status.

6/ Upon receipt of the status change information, validating carrier's ETS submits the SAC (code of transaction for the airlines settlement system) to the operating carrier's ETS.

Thus, interaction between interline partners is limited to the transfer and receipt of control of E-ticket coupons for the purpose of coupon status change.

Important: **If an E-ticket coupon was changed by a ground-based processor (interim C/L or final F/G statuses not assigned and coupon remains in "O" status), then within 24 hours after flight departure, the operating carrier's ETS (5 hours after departure for Sirena-Travel ETS) must return control of the coupon to the validating carrier's ETS.**

Example of ticket validated by the airline:

To see when the transfer of control of the coupon is scheduled, select the appropriate line and click on the CStat field. Information will be displayed in a pop-up window.

---

(3) Информация об электронном билете

PNR

Авк. сист. бронир.	UT	Номер PNR	063F4P
Авк. перевозчика	7K	Номер PNR	063F4P

Отправитель

Дата выпуска	18АПР08	MOSKVA		TRAVEL AGENCY 99GRS	
Адрес системы	MOB ЮT	Пункт продажи	29842300	Агентство	99GRS
Город оператора		Номер оператора	SYSTEM	Пульт	

Пассажир

Фамилия KUKIN Имя VAPVAP VAPVAP Катег. Возраст FOID

Билеты

Билет №1

Номер билета 2981260007120 [История купона] [Смена стат.] [Изм. брони]

Ном.	Дата	Время	Отпр.	Назн.	А/к	Рейс	Класс	ССтат.	Тариф	НД до	НД после	SAC	НББ	КСтат.
1	190408	0925	РЩН	ВНК	UT	358	Э	OK	YOW				20КГ	N
2	200408	2215	ДМД	СУР	UT:7K	913	Э	OK	Y				22КГ	O

Оплата

Расч. тарифа	TJM UT MOW660.00UT SGC120.00RUB780.00END
Тариф	780.00RUB		Сборы	YQ180.00
Всего	960.00RUB		Оплата	960.00 CA

Example of ticket validated by another airline:

Sirena-Travel ETS performs the above operations automatically, but there are certain situations when they need to be performed manually (e.g., some operations need to be performed with the coupon when control has already been turned over; communication failure; etc.). In such cases, ETS dispatcher may act as described below depending on who validated the ticket.

10.8.1 Operations with tickets validated by the airline itself

A. Request of control of the coupon from the operating carrier

If you need to **return control of the coupon** when it has already been turned over (coupon status "A"), complete the following steps:

1. Select the coupon whose control you need to return.
2. Click the **Change status** button and set new status as "O".

3. Confirm the change of status.

Билет №1

Номер билета 2981260007120 | История купона | Смена стат. | Изм. брони

Ном.	Дата	Время	Отпр.	Назн.	А/к	Рейс	Класс	ССтат.	Тариф	НД до	НД после	SAC	НББ	КСтат.
1	190408	0925	РЩН	ВНК	UT	358	Э	OK	YOW				20КГ	O
2	200408	2215	ДМД	СУР	UT:7K	913	Э	OK	Y				22КГ	O

4. Important! When in response to your request to take control the ETS produces an error message "Remote host processing error", check coupon status on the operating carrier's server (see 10.1). If the coupon's status on the operating carrier's server is other than "O", you will not be able to take control.

B. Transfer of control of the coupon to the operating carrier

If you need to **transfer control of the coupon** to the operating carrier in a situation when such carrier failed to successfully gain control of the coupon (coupon status "O"),

Билет №1

Номер билета 2981260007120 | История купона | Смена стат. | Изм. брони

Ном.	Дата	Время	Отпр.	Назн.	А/к	Рейс	Класс	ССтат.	Тариф	НД до	НД после	SAC	НББ	КСтат.
1	190408	0925	РЩН	ВНК	UT	358	Э	OK	YOW				20КГ	O
2	200408	2215	ДМД	СУР	UT:7K	913	Э	OK	Y				22КГ	O

complete the following steps:

1. Select the coupon whose control you need to return.

Фамилия КУКИН **Имя** ВАПВАП ВАПВАП ... EOIR ...777777/RU

Билеты

Билет №1

Номер билета 2981260007120 | История купона

Ном.	Дата	Время	Отпр.	Назн.	А/к	Рейс	К
1	190408	0925	РЩН	ВНК	UT	358	Э
▶2	200408	2215	ДМД	СУР	UT:7K	913	Э

(2) Изменение статуса купона

ЮТ-913 20АПР08 2215 ДМДСУР Э ОК

Текущий статус купона — O

Укажите новый статус — O ▼

Параметры контроля

Компания адресат — UT

Тип контроля — ET

- O – Открыт
- A – Аэропортовый контроль
- C – Зарегестрирован
- L – Произведена посадка
- I – Ненормативные операции
- N – Информационный купон
- S – Приостановлен
- F – Использован для перевозки

✓ Подтвердить | ✕ O...

Оплата

Расч. тарифа TJM UT MOW660.00UT SGC120.00RUB780.00END

2. Click the **Change status** button and set new status as "A".

3. Select status "A" and then select the operating carrier in the **Target airline** field.

4. Confirm the change of status.

10.8.2 Operations with tickets validated by an interline partner

A. Transfer of control of the coupon to the validating carrier

If you need to **transfer control of the coupon** to the validating carrier when control has already been successfully transferred to such carrier (coupon status "O"),
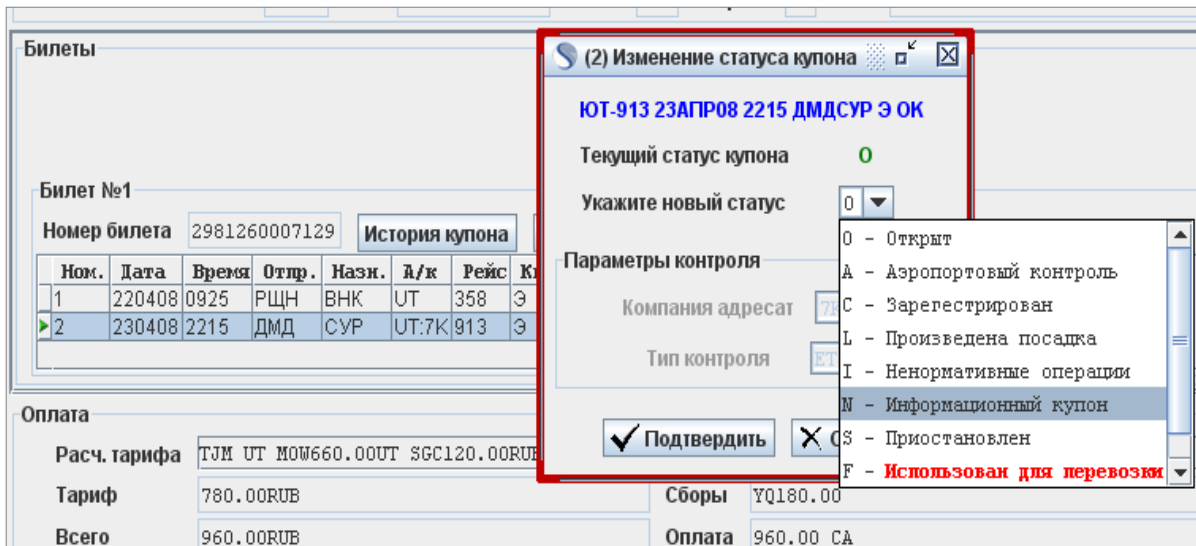

complete the following steps:

1. Select the coupon whose control you need to return.
2. Click the **Change status** button and set new status as "N".

3. Confirm status.

B. Request of control of the coupon from the validating carrier

If you need to **return control of the coupon** when control has already been transferred or

has never been transferred at all,

complete the following steps:

1. Select the coupon whose control you need to return
2. Click the **Change status** button and set new status as "O".
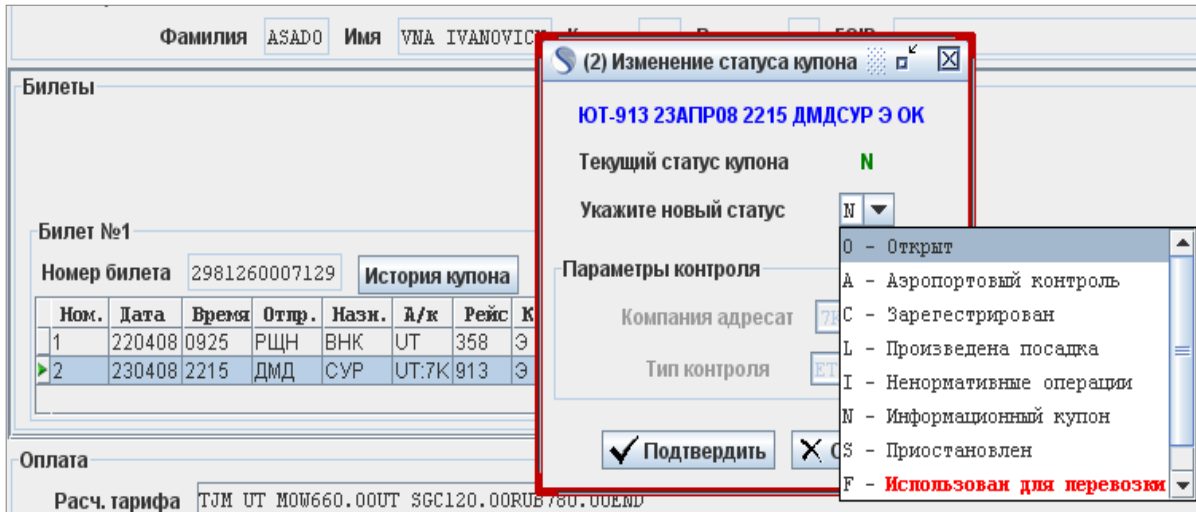
3. Confirm status.

Important! If status has not changed, you may request coupon status once again by clicking the **Update** button. If the status does not change after you have updated the screen and the system does not display any notification stating why the change of status is impossible, report the situation to the developers.

10.9 Transfer of the control of the coupon to another carrier in case of irregular operations

In a situation when the operating carrier cannot operate a flight for any reason, such operating carrier may transfer control of coupons of the E-tickets issued for its flight to another carrier. A prerequisite for such transfer of control is availability of a description of interline agreement between such carriers in the ETS. When both carriers store their electronic tickets in S2000 ETS, description of interline partners must be available in both ETS.

Complete the following steps to transfer control:

1. Upload the list of passengers on the flight using the E-ticket search module.

(1) Параметры поиска электронного билета

Поиск по номеру билета

Номер электронного билета `2981260008144`   ☐ В хосте валидирующего   🔍 Искать

Расширенный поиск

Авиакомпания `UT` Номер рейса `451`

Пункт отправления `MOB` Пункт назначения ` `

Дата вылета `250109` 📅 ☐ Показывать только улетевших   🔍 Искать

Фамилия пассажира ` `

Имя-отчество пассажира ` `

📂 Очистить   ✕ Выход

(2) Список найденных билетов

Фамилия пассажира	Имя пассажира	Номер PNR	Номер билета	К	Рейс	Дата выл.	Отпр.	Назн.	КСтат.
БУРИН	ИВАН	06V1GW	2986151053311	1	UT-451	250109 10:30	ДМД	РЩН	O
БУРИНА	МИЛА	06V1GW	2986151053312	1	UT-451	250109 10:30	ДМД	РЩН	L
БУРИНА	БЕЛА	06V1GW	2986151053313	1	UT-451	250109 10:30	ДМД	РЩН	O
БУРИНА	ЛАНА	06V1GW	2986151053314	1	UT-451	250109 10:30	ДМД	РЩН	O
КУРУСИН	ИВАН	06V1MS	2986151053365	1	UT-451	250109 10:30	ДМД	РЩН	O
ТУРУСИН	ИВАН	06V1MS	2986151053366	1	UT-451	250109 10:30	ДМД	РЩН	O
БУСИН	ИВАН	06V1MX	2986151053369	1	UT-451	250109 10:30	ДМД	РЩН	V
КУБУСИН	ИВАН	06V1MX	2986151053370	1	UT-451	250109 10:30	ДМД	РЩН	O
СТУПИН	ВАЛЕНТИНА	06V1TZ	2986151053443	1	UT-451	250109 10:30	ДМД	РЩН	O
СТУПИНА	ЛЕНТИНА	06V1TZ	2986151053444	1	UT-451	250109 10:30	ДМД	РЩН	O
СТУПИНА	ТИНА	06V1TZ	2986151053445	1	UT-451	250109 10:30	ДМД	РЩН	O
БИМИН	ВАПП	06V1CM	2986151053508	1	UT-451	250109 10:30	ДМД	РЩН	E
КУСКОВ	ИВАН	06V1W0	2981260008125	1	UT-451	250109 10:30	ДМД	РЩН	O
КУСКОВ	ТИВАН	06V1W0	2981260008126	1	UT-451	250109 10:30	ДМД	РЩН	O
AEST	TEST ODIN	06V1WR	2986151053560	1	UT-451	250109 10:30	ДМД	РЩН	O
SEST	TEST ODIN	06V1WR	2986151053561	1	UT-451	250109 10:30	ДМД	РЩН	O
MEST	TEST ODIN	06V1WR	2986151053562	1	UT-451	250109 10:30	ДМД	РЩН	O
ПИСВКУНОВ	ИВАН	06V1WW	2986151053598	1	UT-451	250109 10:30	ДМД	РЩН	O
ЛОДИН	ИВАН	06V207	2981260008127	1	UT-451	250109 10:30	ДМД	РЩН	O
ЛОДИН	БИВАН	06V207	2981260008128	1	UT-451	250109 10:30	ДМД	РЩН	O
МУРЗИН	ИВАН	06V209	2981260008133	1	UT-451	250109 10:30	ДМД	РЩН	O

Смена стат.   ✓ Просмотр   📋 В Excel   🖨 Печать   🔄 Обновить   ✕ Выход

If there are any coupons with interim statuses ("C", "L") on the list, restore their status to open ("O").

2. Select all lines with open status and click *Status change.*

3. Complete the fields in the "Change of status" module as follows:

- Set new status value as "A"

- Specify code of the partner airline in the Airline field

- Select ETS in the control type field

4. Confirm changes.

If the request is completed successfully, ETS will produce a corresponding notification.

Фамилия пассажира	Имя пассажира	Номер PNR	Номер билета	К	Рейс	Дата выл.	Отпр.	Назн.	КСтат.
КУРУСИН	ИВАН	06V1MS	2986151053365	1	UT-451	250109 10:30	ДМД	РЩН	A 7K:ETS
ТУРУСИН	ИВАН				UT-454	09 10:30	ДМД	РЩН	A 7K:ETS
БУСИН	ИВАН					09 10:30	ДМД	РЩН	V
КУБУСИН	ИВАН					09 10:30	ДМД	РЩН	A 7K:ETS
СТУПИН	ВАЛЕНТИНА					09 10:30	ДМД	РЩН	A 7K:ETS
СТУПИНА	ЛЕНТИНА					09 10:30	ДМД	РЩН	A 7K:ETS
СТУПИНА	ТИНА					09 10:30	ДМД	РЩН	E
БИМИН	ВАПП					09 10:30	ДМД	РЩН	A 7K:ETS
КУСКОВ	ИВАН					09 10:30	ДМД	РЩН	A 7K:ETS
КУСКОВ	ТИВАН					09 10:30	ДМД	РЩН	O
AEST	TEST ODIN					09 10:30	ДМД	РЩН	A 7K:ETS
SEST	TEST ODIN					09 10:30	ДМД	РЩН	A 7K:ETS
MEST	TEST ODIN					09 10:30	ДМД	РЩН	A 7K:ETS
ПИСВКУНОВ	ИВАН					09 10:30	ДМД	РЩН	A 7K:ETS
ЛОДИН	ИВАН					09 10:30	ДМД	РЩН	A 7K:ETS
ЛОДИН	БИВАН					09 10:30	ДМД	РЩН	A 7K:ETS
МУРЗИН	ИВАН					09 10:30	ДМД	РЩН	V
ЮСИН	ИВНА					09 10:30	ДМД	РЩН	V
ЮСИН	ТИВНА					09 10:30	ДМД	РЩН	E
БУСИН	ИВАН					09 10:30	ДМД	РЩН	V
ВАПВАПВ	ВАПВАП Г-Н								

Сообщение

7К ETS: SS (Успешно)
7К ETS: SS (Успешно)
7К ETS: SS (Успешно)
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7К ETS: SS (Успешно)

OK

If the system fails to complete request within the allocated period of time, the system will produce a timeout notification. In this case, confirm change of coupon status once again.

10.10 Transfer of final status to partner's ETS in case of communication failure

To transfer final status ot Sirena-Travel ETS in case of communication failure, use the following procedure:

1. Send a message containing information on the final status 10 times with one hour intervals.
2. Stop sending messages if response is received.
3. In case of negative response, SAC will be generated as follows:

space XXX number (e.g., XXX0000082969).

4. If no response is received, SAC will be generated as follows: 4 spaces and number (e.g.,   0000082969).

10.11 Adjustment of passenger travel route in coupons of airline's E-ticket issued for interline or code sharing service

Adjustment of passenger travel route in coupons of an electronic ticket issued for interline or code sharing carriage service may be implemented in both the operating airline's ETS and validating carrier's ETS.

When **changes are made in the validating carrier's ETS,** complete the following steps:

1. If operating carrier has control of the coupon, request control of the E-ticket coupon by setting coupon status to "O".

2. Adjust travel route and confirm changes (change flight date and/or number).

3. Return control to the operating carrier's ETS by setting coupon status to "A" and selecting the operating carrier's ETS (this operation will be eliminated in the future, and control will be returned to the operating carrier's ETS automatically).

When **changes will be made in the operating carrier's ETS,** complete the following steps:

1. If validating carrier has control of the coupon, request control of the E-ticket coupon by setting coupon status to "O".

2. Adjust travel route and confirm changes (change flight date and/or number).

10.12 Change of code sharing service parameter

Sirena-Travel ETS features a tool used to control the code sharing service parameter for an individual E-ticket or a list of E-tickets.

Important! Only validating carrier's ETS is authorized to change the code sharing service parameter.

Change of code sharing service parameter implies change of the operating carrier, which is why you need to return control of the coupon (set coupon status to "O") if it has been turned over to the operating carrier before you start making changes. When you attempt to change the code sharing service parameter for the coupons whose statuses are other than "O", the system will produce an "inadequate coupon status" message.

10.12.1 Setting the code sharing service parameter

Important! When you set the code sharing service parameter, the carrier that used to be the operating carrier becomes a marketing carrier. You cannot change the marketing carrier.

In an individual ticket:

1. In the designated ticket, select the coupon that needs to be changed and click the **Change booking** button.

2. In the route information change module that appears, click on the operating carrier's field.

3. Next, dispatcher will see on the screen a module used for editing the carrier airline.
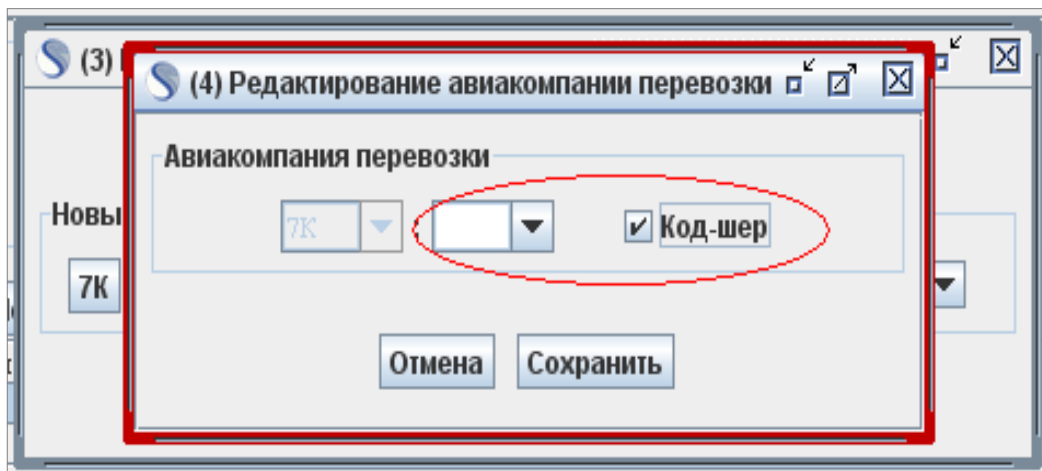

4. To set the code sharing flight parameter, check the **Code-share** box. This will activate the field for entering the new operating carrier's details.
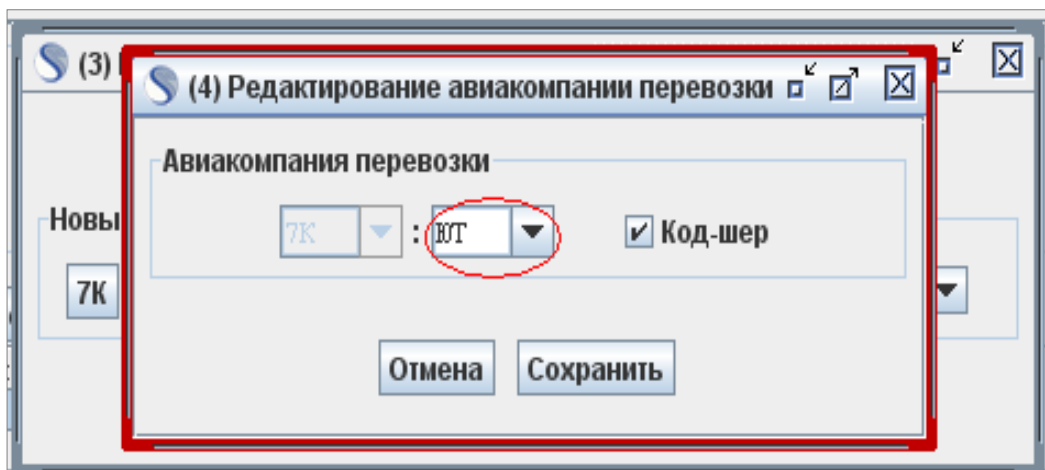
5. Next, changes must be saved (**Confirm** button), and the dispatcher will see the changed route details on the screen. Where necessary, the dispatcher may change other route details (flight number, flight date, class). To cancel any operation, slick **Cancel.**
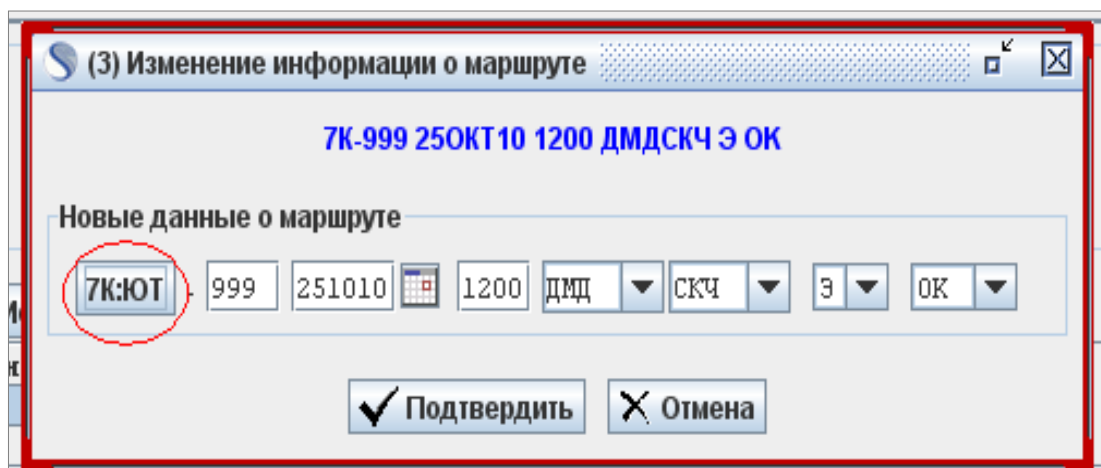
6. **Important!** When the code sharing service parameter has been set, you need to transfer control of the coupon to a new operating carrier. To do so, open the *Change of status* module of the coupon, set the status value at "A" and select ETS of the new operating carrier.
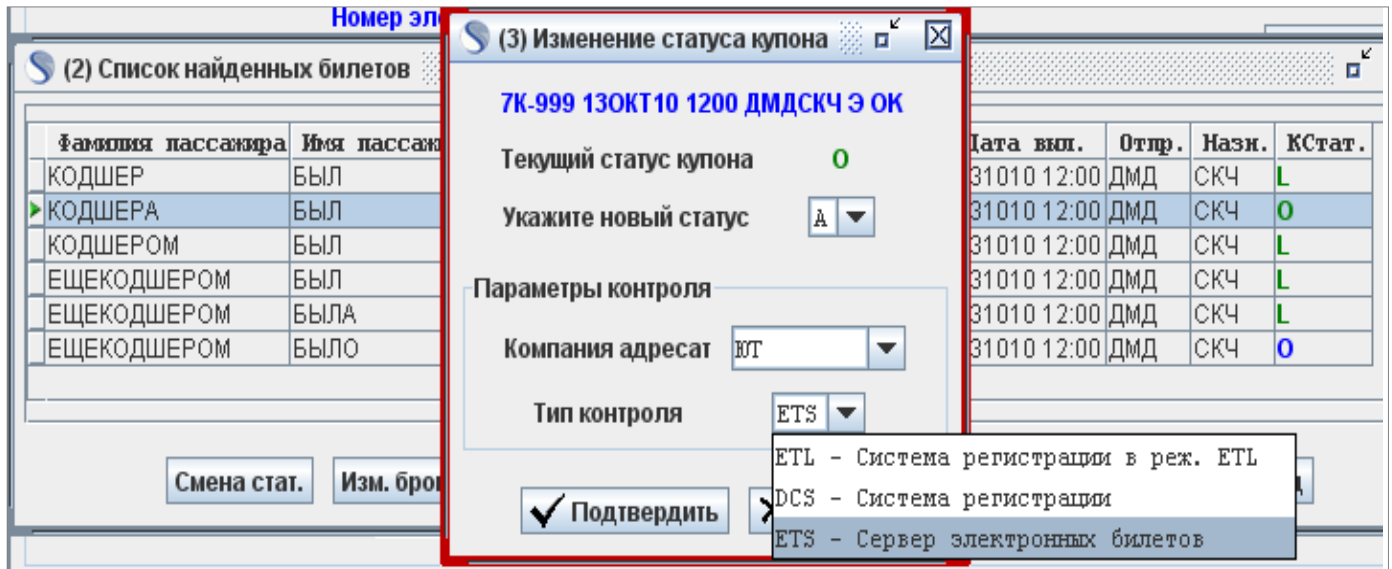

In a list of tickets:

Request details of the flight that needs to be changed, open the list of tickets, select the target tickets in the list, check the status of coupons of all tickets on the flight, and return control of coupons as appropriate. Open the *Change booking* module by clicking the corresponding button below the tickets list in the operations panel. All further actions are as in the description provided above.

10.12.2 Removing the code sharing service parameter
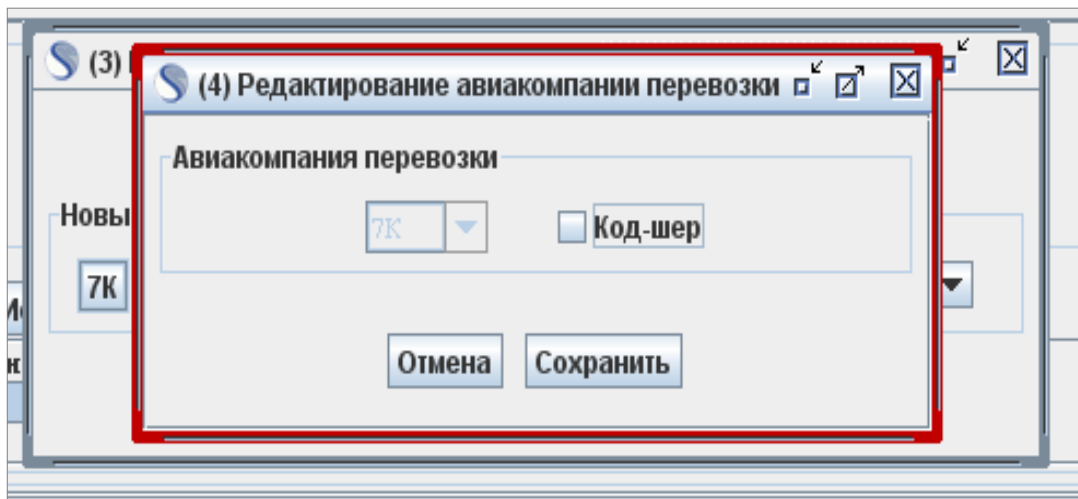
Important! When you remove the code sharing service parameter, marketing carrier becomes an operating carrier. You cannot change the operating carrier into any other type but marketing carrier.

In an individual ticket:

1. In the designated ticket, select the coupon that needs to be changed and click the *Change booking* button.

2. In the route information change module that appears, click on the carrier's field (the field currently includes marketing and operating carrier values).
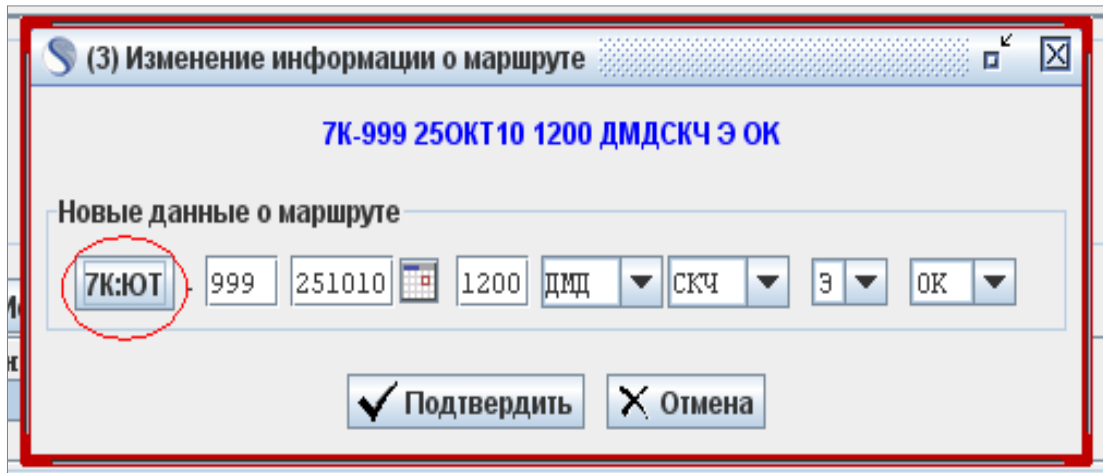
3. In the module used for editing the carrier airline, uncheck the code sharing box, after which the field with the previously operating carrier is removed from the screen, and marketing carrier becomes the operating carrier.
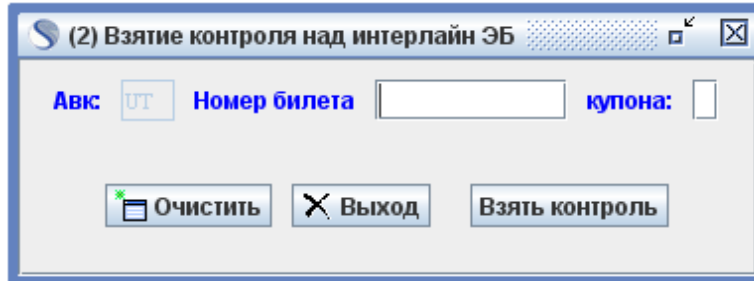

4. Confirm or cancel changes.

5. <mark>Important!</mark> When the code sharing service parameter has been removed, you need to transfer control of the coupon to a new operating carrier. To do so, open the **Change of status** module of the coupon, set the status value at "A" and select ETS of the new operating carrier.

6. If the validating and marketing carriers were initially the same, you do not need to complete the control transfer procedure.

In a list of tickets:

In the E-ticket search module, request details of the flight that needs to be changed, open the list of tickets, select the target tickets in the list, check the status of coupons of all tickets on the flight, and return control of coupons as appropriate. Open the **Change booking** module by clicking the corresponding button below the tickets list in the operations panel. All further actions are as in the description provided above.
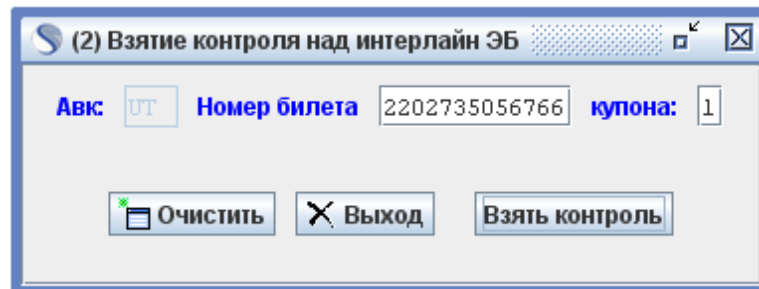
11 Taking control of partner's E-ticket when the ticket is absent in our ETS

The system features the "Take control of E-ticket" module used to take control of an interline partner's E-ticket provided that control has not yet been transferred (our ETS contains no entry on the E-ticket).

All fields in the module are mandatory. The "ARL" field will be completed automatically based on the operator's session.

If the request is processed successfully, the agent will see the mask of the specified ticket.

If the request fails, an error message will be displayed.

12 Final status recovery

To enable recovery of coupons of electronic tickets issued for interline service from the final status (F, R, E) to the "open" status (O) (or to the "N" status (information coupon)), Sirena-Travel ETS features the "Final status recovery" module (status used to be recovered by a programmer in the ETS database).
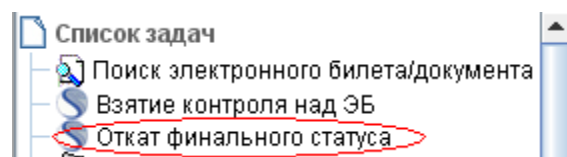
The **Ticket number** and **Coupon number** fields are mandatory.

As soon as you have entered the ticket and coupon details, slick the **Recover** button.

To clear all fields from entries, click the **Clear** button.

This module can e used to recover coupons of E-tickets in the following situations:

1) Validating and operating carrier store their E-tickets in Sirena-Travel ETS. The module automatically restores the status of E-ticket to "O" for both partners. Recovery operation may be initiated by either party.

Below are the status recovery options for a situation when one of the partners stores its E-tickets in another provider's ETS.
==Important! Remember that recovery of status in Sirena-Travel ETS only becomes possible after the partner has recovered the coupon status in its own ETS. This tool is not designed for changing the final status in the partner's ETS (this is prohibited by the resolution). Its purpose is to recover E-ticket coupons with the final status that are stored in Sirena-Travel ETS.==

2)   Validating carrier stores E-tickets in Sirena-Travel ETS; operating carrier stores E-tickets in ETS of another provider. You may use this tool to recover coupon status to "O" for the validating carrier (for the operating carrier, the status must be initially recovered to "O").

3) Validating carrier stored E-tickets in ETS of another provider, and operating carrier stores E-tickets in Sirena-Travel ETS. You may use this tool to recover the coupon for the operating carrier (for the validating carrier, the status must be initially recovered to "O"):

a) to status "N" (without interim recovery to status "O"). The purpose of coupon recovery is to enable the validating carrier to operate with the coupon (return/exchange, etc).

b) to status "O"; the "Recovery to status O for operator" option must be checked. The coupon will be recovered to enable operations by the operating carrier (return/exchange, etc), as well as to enable repeated SAC request after failed status recovery
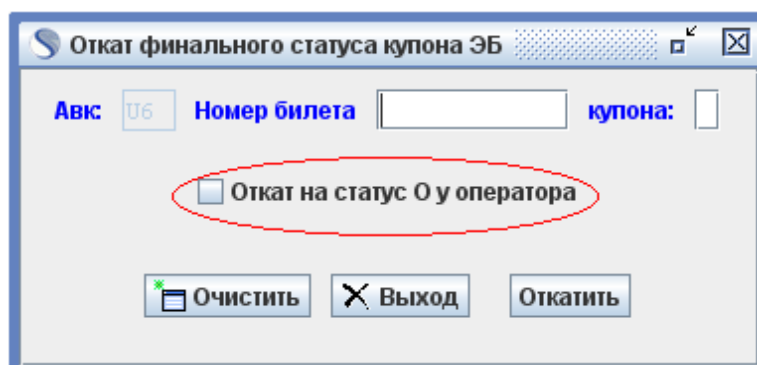
If the recovery operation was successful (servers exchanged request/response of E-ticket details and the conditions for status recovery were met), the system will produce an "operation successful" message.

If no response was received on the E-ticket display (response timeout), coupon status will also be recovered.

If a negative response is received from partner (e.g., ticket not found), or the response to ticket display says that coupon status was not recovered, the operation will be denied and the system will produce an error message.

13 Statistics

Sirena-Travel ETS features modules used to collect statistical information whose type and content are in accordance with the airline's business requirements. Sirena-Travel ETS delivers statistical information in online mode (immediately upon operator's request) or based on an order to send a special file to the operator's email.
The following statistics collection modules run in both modes:

- Sales statistics
- Flights summary
- Statuses summary
- E-ticket sales history
- Use of quotas for ASA.

Statistics request order

If the decision is to order a statistics file to be sent to the email address, click the "Order" button in the statistics request window.
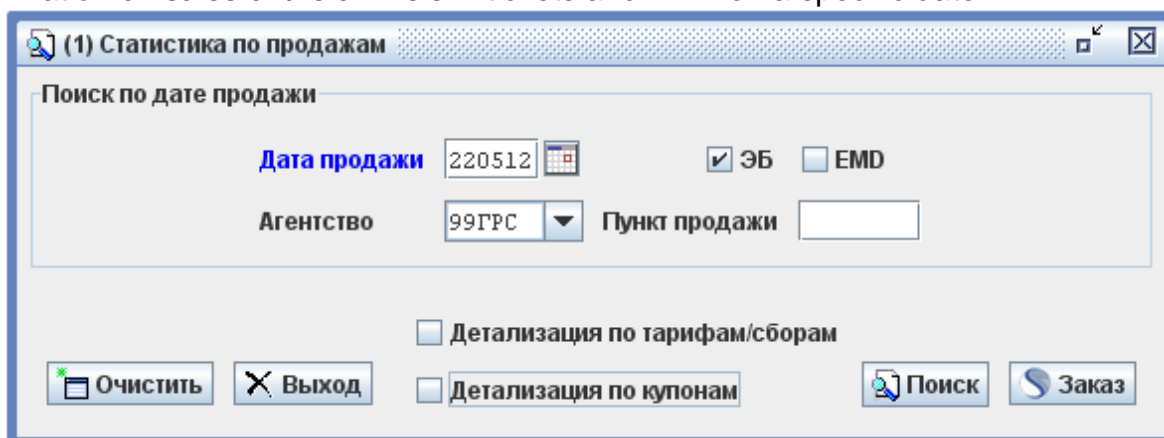
The system will open a screen where you can enter or edit the email address to which the collection of data you requested will be delivered. By default, the email address will be copied from the card of the operator ordering the information.
To confirm delivery of data collection to the specified address, click the "Order" button. The system will produce a signal confirming that the operation was completed.

The compiled statistics file will be sent in an email from sender ETS SIRENA-TRAVEL under the subject indicating the type of data collection (e.g., "Statistics order 53 [Sales statistics]"). The text of the email will contain detailed instructions on how to download the file in spreadsheet format.

13.1 Sales statistics

The system features the **Sales statistics** module to enable online operations with information on sales of the airline's E-tickets and EMD on a specific date.

Sta
tistics can be provided for E-tickets and EMD separately.

Information will be selected by sale date (mandatory field). It can also be filtered by agency and sales office. For electronic tickets, information may also be detailed to the level of E-ticket coupons and applied tariffs and charges.

If you request statistical information without detailing by coupons, tariffs and charges, the system will display a screen showing passenger's name, airline's PNR number, agency, SLO code and ticket number.

You cannot request detailed information by tariffs/charges and coupons for EMD.

You may print this screen by clicking the "Print" button or export it into an Excel file for further processing.
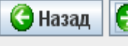
If you enable the tariffs and charges filter in the statistics request, information on the applied tariffs and charges will be added to general information. In this case, the statistics report will look as shown below:

If you request statistical information with detailing filters by coupons, information on the flight, route and status of E-ticket coupons will be added to general information.

Important! Tariffs and charges shown in the statistics are not divided by sections (coupons). If you detail the report by coupons and tariffs/charges at the same time, tariff information applicable to the complete ticket will be displayed for each coupon.

To show **_EMD statistics_**, check the EMD box:

13.2 Flights summary

The *Flights summary* module is used in the system to collect online information on the number and status of electronic tickets over a certain period of dates with a capability to filter statistics by flight numbers. You may receive statistics report online or order it to your email.

(1) Сводка по рейсам

Поиск по дате вылета и номеру рейса

Дата вылета

С: `240512` ▦

По: `240512` ▦

Номера рейсов `_____`

[🗐 Очистить] [✕ Выход] [🔍 Поиск] [🅢 Заказ]

(2) Сводка по рейсам авк U6

Сводка по рейсам авк U6 за период с: 131208 по: 130109

Итого по запросу: 53

Ном.	Дата	Время	Отпр.	Назн.	А/к	Н. рейса	Продано билетов
1	14.12.2008	07:15	РЩН	ВНК	UT	454	1
2	15.12.2008	06:50	КЛЦ	ДМД	U6	264	2
3	15.12.2008	10:00	ДМД	КЛЦ	U6	299	1
4	15.12.2008	10:20	ДМД	КЛЦ	U6	261	4
5	16.12.2008	08:15	КЛЦ	ДМД	U6	262	3
6	16.12.2008	10:20	ДМД	КЛЦ	U6	261	1
7	17.12.2008	08:15	КЛЦ	ДМД	U6	262	3
8	17.12.2008	10:20	ДМД	КЛЦ	U6	261	14
9	18.12.2008	08:15	КЛЦ	ДМД	U6	262	5
10	18.12.2008	10:20	ДМД	КЛЦ	U6	261	6
11	19.12.2008	08:15	КЛЦ	ДМД	U6	262	1
12	19.12.2008	10:00	ДМД	КЛЦ	U6	299	4
13	19.12.2008	22:00	ДМД	КЛЦ	U6	265	3
14	20.12.2008	08:15	КЛЦ	ДМД	U6	262	11
15	20.12.2008	15:05	КЛЦ	ПЛК	FV	1223	2
16	22.12.2008	08:15	КЛЦ	ДМД	U6	262	2
17	22.12.2008	08:30	ДМД	КЛЦ	U6	261	4
18	22.12.2008	10:00	ДМД	КЛЦ	U6	299	6
19	22.12.2008	10:20	ДМД	КЛЦ	U6	261	7
20	22.12.2008	23:05	ДМД	КЛЦ	U6	269	6
21	23.12.2008	08:15	КЛЦ	ДМД	U6	262	1
22	23.12.2008	10:00	ДМД	КЛЦ	U6	299	1
23	23.12.2008	10:20	ДМД	КЛЦ	U6	261	2

[✓ Просмотр] [🗐 В Excel] [🖨 Печать] [✕ Выход]

Example of summary report:

Double-click on a corresponding line to open the list of tickets with detailed information on coupons.

(2) Сводка по рейсам авк U6

Сводка по рейсам авк U6 за период с: 131208 по: 130109

Итого по запросу: 53

Ном.	Дата	Время	Отпр.	Назн.	А/к	Н. рейса	Продано билетов
1	14.12.2008	07:15	РЩН	ВНК	UT	454	1
2	15.12.2008	06:50	КЛЦ	ДМД	U6	264	2
3	15.12.2008	10:00	ДМД	КЛЦ	U6	299	1
4	15.12.2008	10:20	ДМД	КЛЦ	U6	261	4
5	16.12.2008	08:15	КЛЦ	ДМД	U6	262	3
6	16.12.2008	10:20	ДМД	КЛЦ	U6	261	1
7	17.12.2008	08:15	КЛЦ	ДМД	U6	262	3
8	17.12.2008	10:20	ДМД	КЛЦ	U6	261	14
9	18.12.2008	08:15	КЛЦ	ДМД	U6	262	5

(3) Список найденных билетов

Фамилия пассажира	Имя пассажира	Номер PNR	Номер билета	К	Рейс	Дата выл.	Отпр.	Назн.	КСтат.
HILTON	KATHY	06BSMW	2629900710909	1	U6-261	171208 10:20	ДМД	КЛЦ	O
ABCDEFGHIJABCDEFGHIJABCDEFGHIJABCDEFGHIJ	ABCDEFGH	06BSPD	2629900710918	1	U6-261	171208 10:20	ДМД	КЛЦ	O
FLYER	FREQUENT	06BSPG	2629900710934	1	U6-261	171208 10:20	ДМД	КЛЦ	O
MARTIN	JIM	06BTT2	2629900710937	1	U6-261	171208 10:20	ДМД	КЛЦ	E
DAY	CECIL	06BSLG	2629900710898	1	U6-261	171208 10:20	ДМД	КЛЦ	V
ANFORTH	BACK	06BSMZ	2629900710906-908	3	U6-261	171208 10:20	ДМД	КЛЦ	R
PALMER	CHRIS	06BSPV	2629900710916	1	U6-261	171208 10:20	ДМД	КЛЦ	O
TEST	TEST	06BWFM	2981260007916	3	U6-261	171208 10:20	ДМД	КЛЦ	F
FLYER	FREQUENT	06BSPG	2629900710917	1	U6-261	171208 10:20	ДМД	КЛЦ	E
HILTON	PARIS	06BSMW	2629900710910	1	U6-261	171208 10:20	ДМД	КЛЦ	O
MCMAHON	JIM	06BSNR	2629900710915	1	U6-261	171208 10:20	ДМД	КЛЦ	O
CHAMBLISS	SAXBY	06BTT1	2629900710935	1	U6-261	171208 10:20	ДМД	КЛЦ	E
CHAMBLISS	SAXBY	06BTT1	2629900710936	1	U6-261	171208 10:20	ДМД	КЛЦ	O
REFUND	PARTIAL	06BSPK	2629900710919	1	U6-261	171208 10:20	ДМД	КЛЦ	F

√ Просмотр   В Excel   Печать   ✕ Выход

13.3 Statuses summary

Sirena2000 ETS features a tool enabling users access to the summary on flights for which no ETL telegrams were received (based on U6 airline request). Additionally, the tool was upgraded to enable receipt of complete information on the statuses of E-tickets. You may receive statistics report online or order it to your email.

(1) Сводка по статусам

Параметры поиска

Дата вылета

С: 260512

По: 310512

Номера рейсов

Статусы   Выбрать

Очистить   ✕ Выход   Поиск   Заказ

To view report on a specific status, click *Select* button next to the *Statuses* field.

Select the statuses you wish to check:

Where necessary, specify the flight/flights and click *Search.*

In response to your request, the system will display a list of tickets on a flight whose coupons have the specified status. You may print this list and export it in Excel.

13.4 *Quotas for ASA*
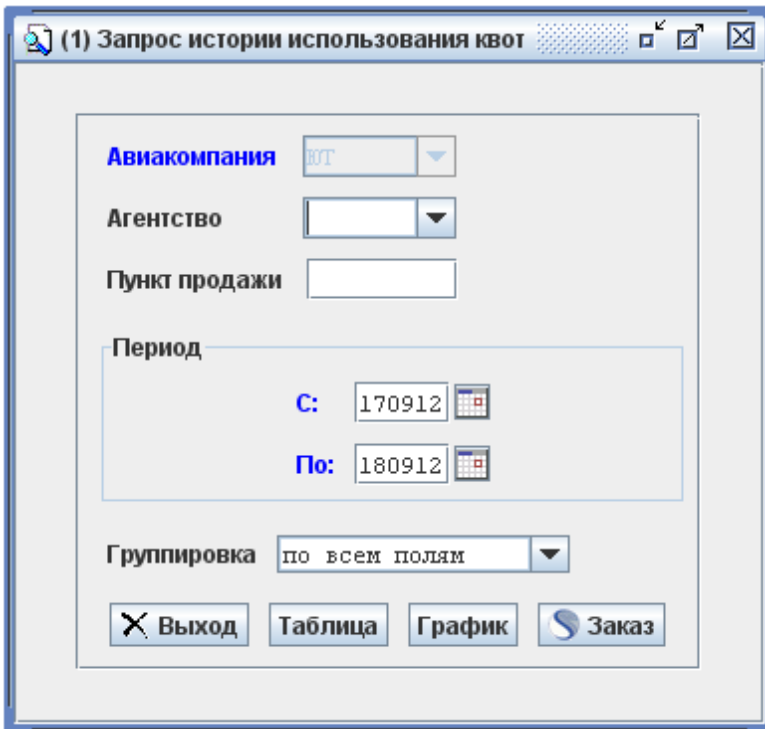
The **Quotas for ASA** module was designed to browse the current status of all the quotas allocated to agencies. In this module, you may adjust quotas of a certain agency or SLO group in real time. Select an appropriate agency and click *Select.* The system will activate the **Quotas management** module for the selected agency.

13.5 Quota usage history request

Statistics on the usage of an airline's E-ticket quotas over a certain period of time is collected by the **Quota usage history request** module. You may receive statistics report online or order it to your email.

You may detail information by agency or sales office and group data by date, agency or sales office. Depending on user's choice, information will be provided in a table format (click *Table*) or graphically (click *Graph*).

Table format:

Graphic format:

13.6 Statistics on E-ticket sales over a period of time

The **E-ticket sales history request** module is used to collect information on electronic tickets sold over a certain period of time.

Unlike the **Sales statistics** module that provides a report on the airline's electronic tickets issued on a certain date, the **E-ticket sales history request** module offers information on the number of tickets issued over a certain period of time, enabling you to filter the report by interline partner of the airline, agency, sales office and flights (specific flight numbers or ranges of numbers). Depending on user's choice, information will be provided in a table format (click *Table*) or graphically (click *Graph*). You may receive statistics report online or order it to your email.

Example of report in table format

Request to show all sales of the airline over a certain period of time grouped by all fields:

(1) Запрос истории продаж ЭБ

Авиакомпания: UT

Валидирующий перевозчик:

(2) Таблица продаж ЭБ. Авиакомпания: UT

Авиакомпания: ОАО АВИАКОМПАНИЯ ЮТЭЙР

Дата	Рейс	Валид. перевозчик	Агенство	Пункт продажи	Число продаж
27 ОКТ 2008	UT-1777	UT	19МОС	00205800	1
27 ОКТ 2008	UT-451	UT	99ГРС	00118580	1
28 ОКТ 2008	UT-369	UT	99ГРС	00118580	2
28 ОКТ 2008	UT-453	UT	02ТЮМ	00501885	1
28 ОКТ 2008	UT-1369	UT	19МОС	00205800	2
28 ОКТ 2008	UT-370	UT	99ГРС	00118580	2
28 ОКТ 2008	UT-454	UT	99ГРС	00118580	7
28 ОКТ 2008	UT-451	UT	99ГРС	29842300	5
28 ОКТ 2008	UT-370	UT	01ТКП	00117165	1
28 ОКТ 2008	UT-451	UT	99ГРС	00118580	7
28 ОКТ 2008	UT-369	UT	01ТКП	00117165	2

Печать   Экспорт в Excel   ✔ Просмотр   ✕ Выход

Группировка: по всем полям

Таблица   График   ✕ Выход

System response:

Data received can be exported to Excel.

If you selected grouping *by date* or *by all fields*, double-click on the desired line to see detailed sales statistics for the specified day (information from the "Sales statistics" module).

Example of table report in case of grouping by flight

If you need to view statistics by flight, select grouping by flights. In response to your request, the system will display a list of all the airline's flights on which electronic tickets were issued over the specified period of time. To inquire information on specific flights, enter the appropriate flight numbers in the **Flight numbers** field (separated by comma, with no airline codes, e.g., **451,453**). You may also request statistics by specified range of flights. In this case, complete the **Range of flight numbers** field.

Авиакомпания: UT

Валидирующий перевозчик:

(2) Таблица продаж ЭБ. Авиакомпания: UT

Авиакомпания: ОАО АВИАКОМПАНИЯ ЮТЭЙР

Рейс	Пункт вылета	Пункт прилета	27 ОКТ 2008	28 ОКТ 2008	29 ОКТ 2008	30 ОКТ 2008	31 ОКТ 2008	01 НОЯ 2008	05 НОЯ 2008	06 НОЯ 2008	07 НОЯ
UT-269	РЩН	КАС	0	0	0	0	0	0	2	0	0
UT-276	СУР	ВНК	0	0	0	0	0	0	0	0	0
UT-296	СУР	ВНК	0	0	0	1	7	0	0	3	0
UT-369	ВНК	ПЛК	0	4	3	14	8	0	5	15	2
UT-370	ПЛК	ВНК	0	3	1	6	5	0	3	12	0
UT-451	ДМД	РЩН	1	12	9	25	16	10	13	11	19
UT-453	ВНК	РЩН	0	1	0	0	5	0	0	2	0
UT-454	РЩН	ВНК	0	9	8	24	14	10	12	8	8
UT-533	СУР	КЛЦ	0	0	0	1	5	0	0	0	0
UT-534	КЛЦ	СУР	0	0	0	1	5	0	0	0	0

[Печать] [Экспорт в Excel] [Выход]

Группировка по рейсу

[Таблица] [График] [Выход]

Ten-day summary

The module also features collection of statistics on E-ticket sales in the form of a ten-day summary. Unlike in the standard summary, ticket information is provided in more detail, which is convenient for the airline's commercial department (the summary contains detailed information on charges and the tariff applied).
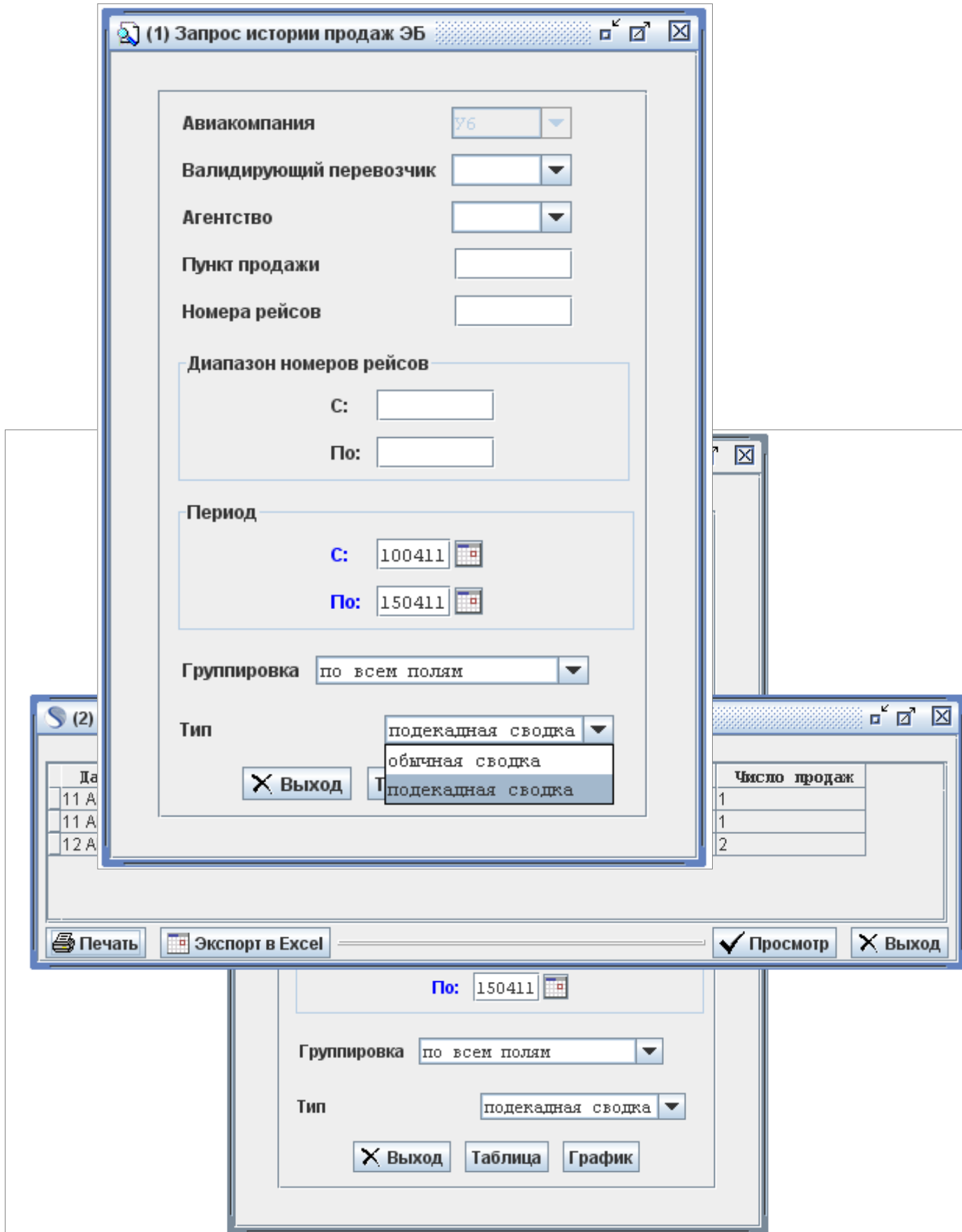
14 Interaction with registration systems. Airport control

There are three ways how ETS interacts with registration systems.

1. Online mode. Registration system changes coupon statuses as soon as passenger passes a corresponding check-in phase before departure through exchange of Edifact messages with ETS.

2. Working copy. Registration system requests a copy of electronic ticket from ETS and, as soon as the passenger has departed, sends to ETS an Edifact message that changes coupon status to "F".

3. Standard method – ETL. Registration system receives all data on passengers and their electronic tickets from PNL/ADL and, as soon as the passenger has departed, generates a TYPE B message with ETL tag. After processing of this message by ETS, coupon statuses are changed to "F".

To guarantee adequate interaction with the registration system running in the second or third mode, ETS features a tool for automatic change of coupon status to "Airport control". Within a certain time before departure (1.5 hours for domestic flights and 3 hours for international flights), coupon status changes color (from green to blue).

Статистика по продажам авк У6 за 30ИЮЛ07

Итого по запросу: 18

Ном	Фамилия	Имя	PNR	Агентство	Ппр	Билет	K	Н. рейса	Маршрут	Дата вылета	СК
1	НИКОЛАЕВ	ЮРИЙ	00ZRM8	03ЕКБ	У6503112	2622401796697	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
2	ОСИПОВ	АЛЕКСЕЙ	00ZRM8	03ЕКБ	У6503112	2622401796698	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
3	АНДРЕЕВ	ВАЛЕРИЙ	00ZRM8	03ЕКБ	У6503112	2622401796699	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
4	КРИСТЕВ	ДМИТРИЙ	00ZRM8	03ЕКБ	У6503112	2622401796700	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
5	КОВТУН	ЕВГЕНИЙ	00ZRN6	03ЕКБ	У6503112	2622401796701	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
6	ТЭРЫЦА	ВАЛЕРИЙ	00ZRN6	03ЕКБ	У6503112	2622401796702	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
7	СЕНКЕВИЧ	ВИТАЛИЙ	00ZRN6	03ЕКБ	У6503112	2622401796703	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
8	ПЛЕТНЕВ	ВАСИЛИЙ	00ZRN6	03ЕКБ	У6503112	2622401796704	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
9	ФЕДОРОВА	ОЛЬГА	00ZPK4	03ЕКБ	У6503112	2622401797165	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
10	СОКОЛОВА	АНАСТАСИЯ	00ZPK4	03ЕКБ	У6503112	2622401797166	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
11	НУЖДИНА	ОЛЬГА	00ZPK4	03ЕКБ	У6503112	2622401797167	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
12	ХОМУТИНА	ЕЛЕНА	00ZPK4	03ЕКБ	У6503112	2622401797168	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
13	ТАВТИЛЕВ	ДАМИР	00ZPK4	03ЕКБ	У6503112	2622401797169	1	У6-262	КЛЦ-ДМД	31ИЮЛ/08:15	О
14	РОСТОВЦЕВА	НАТАЛЬЯ	00ZPKV	03ЕКБ	У6503112	2622401797171	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
15	МОРОЗОВА	ЮЛИЯ	00ZPKV	03ЕКБ	У6503112	2622401797172	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
16	ТОКАРЕВА	АНАСТАСИЯ	00ZPKV	03ЕКБ	У6503112	2622401797173	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
17	КУЗНЕЦОВА	ОКСАНА	00ZPKV	03ЕКБ	У6503112	2622401797174	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О
18	ОВЧИННИКОВ	ЕВГЕНИЙ	00ZPKV	03ЕКБ	У6503112	2622401797175	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	О

If you point the mouse cursor at the coupon status (CS) of a coupon with changed color, the system will show the scheduled time of transfer of coupon control to the airport.

14	РОСТОВЦЕВА	НАТАЛЬЯ	00ZPKV	03ЕКБ	У6503112	2622401797171	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	O
15	МОРОЗОВА	ЮЛИЯ	00ZPKV	03ЕКБ	У6503112	2622401797172	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	O
16	ТОКАРЕВА	АНАСТАСИЯ	00ZPKV	03ЕКБ	У6503112	2622401797173	1	У6-267	ДМД-КЛЦ	31ИЮЛ/17:45	O
17	КУЗНЕЦОВА	ОКСАНА	00ZPKV	03ЕКБ	У6503112	262240	Открыт					
18	ОВЧИННИКОВ	ЕВГЕНИЙ	00ZPKV	03ЕКБ	У6503112	262240	Запланированное время передачи контроля: 31ИЮЛ07 16:15 (MOB) У6:ETL					

As soon as control of the coupon has been turned over to the registration system, the coupon status will change to "A", and the mode of interaction with the registration system will be specified.

Статистика по продажам авк У6 за 27ИЮЛ07

Итого по запросу: 19

Ном	Фамилия	Имя	PNR	Агентство	Ппр	Билет	К	Н. рейса	Маршрут	Дата вылета	СК
1	КАРНОЗОВ	А В	00ZVC8	03ЕКБ	У6503112	2622401796689	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
2	МЫЛЬНИКОВ	С Г	00ZVC8	03ЕКБ	У6503112	2622401796690	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
3	ПАНЧЕНКО	Ю С	00ZVC8	03ЕКБ	У6503112	2622401796691	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
4	ШАДРУНОВ	П Н	00ZVC8	03ЕКБ	У6503112	2622401796692	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
5	БОЙКО	С Н	00ZGPN	03ЕКБ	У6503112	2622401795997	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
							2	У6	ДМД-КЛЦ	OPEN	O
6	БОДИН	О О	00ZGPN	03ЕКБ	У6503112	2622401795998	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	R
							2	У6	ДМД-КЛЦ	OPEN	R
7	ГОЛОВИН	А В	00ZGPN	03ЕКБ	У6503112	2622401795999	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
							2	У6	ДМД-КЛЦ	OPEN	O
8	ЕРАШКИН	О А	00ZGR5	03ЕКБ	У6503112	2622401796000	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
							2	У6	ДМД-КЛЦ	OPEN	O
9	САБУРОВ	Ю С	00ZGR5	03ЕКБ	У6503112	2622401796001	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
							2	У6	ДМД-КЛЦ	OPEN	O
10	ФИРСТОВ	В Ю	00ZGR5	03ЕКБ	У6503112	2622401796002	1	У6-262	КЛЦ-ДМД	30ИЮЛ/08:15	F
							2	У6	ДМД-КЛЦ	OPEN	O
11	КОРОТАЕВ	А И	00ZDWD	03ЕКБ	У6503112	2622401796693	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
12	ЛИХАЧЕВ	А И	00ZDWD	03ЕКБ	У6503112	2622401796694	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
13	КАРЯГИН	Д В	00ZDWD	03ЕКБ	У6503112	2622401796695	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
14	ЛЕПЕХИН	А Г	00ZDWD	03ЕКБ	У6503112	2622401796696	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
15	ХОРОЛЕЦ	Е В	00ZK0G	03ЕКБ	У6503112	2622401797159	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
16	ТЕТЮРЕВА	Е М	00ZK0G	03ЕКБ	У6503112	2622401797160	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
17	МИТРЕНКО	О В	00ZK0G	03ЕКБ	У6503112	2622401797161	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
18	РУСЯЕВА	Е В	00ZK0G	03ЕКБ	У6503112	2622401797162	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL
19	СУСЛОВ	С Я	00ZK0G	03ЕКБ	У6503112	2622401797163	1	У6-293	ДМД-КЛЦ	30ИЮЛ/17:45	A У6:ETL

14.1 Processing of messages from the airline's registration system (DCS) in case of changes in data on departure flight for passengers with E-tickets

If flights are united in the airline's registration system, information on the departure of passengers with electronic tickets will differ from the data stored in Sirena-Travel ETS.

Sirena-Travel ETS automatically processes the following discrepancies in data:

- Date/time of departure
- Flight number
- Service class
- Passenger travel route (improvements are temporarily disabled).

In addition to the change of flight coupon status to the final status "flown" (F), all the changes identified in course of processing of messages will be marked blue in the coupon

Ном.	Операция	А/к-рейс	Дата/Время	Отпр.	Назн.	Класс	SAC	КСтат.	Ном. тлг.	Обменян на
1	Receive UAC	UT	030309 13:18:43	МОВ						
		U6-261	040309 10:20	ДМД	КЛЦ	Э		О	8562335	
2	Change of status	U6	030309 13:21:28	ДМД						
		U6-120	030309 10:20	ДМД	КЛЦ	Б		F	8562339	
3	Set SAC	U6	030309 13:21:28	МОВ						
		U6-120	030309 10:20	ДМД	КЛЦ	Б	2620000044229	F	8562341	

Пассажир

Имя	ОДИН			
Фамилия	ПРИМЕР	Катег.	Возраст	

Купон 2981260008282/C1

(4) История купона

history:

14.2 Processing of ETL

After check-in of passengers with electronic tickets, DCS generates a special message with ETL tag that contains a list of passengers with E-tickets who boarded the plane. An ETL message may consist of several portions, and the last portion of message is marked as ETL END to show it is the end of ETL message. An ETL message is considered processed only if all of its portions have been processed. Any given message may be processed partially. This will be specified in a follow-up comment:

Elements of the message that cannot be processed automatically (inadequate coupon number, etc.) will be highlighted (for details, see 14.2.).

The message will be automatically processed by ETS as described below:

- For all the tickets found, status of corresponding coupons will be changed to final status "F".

- For tickets that were not mentioned in ETL, status of a corresponding coupon will be recovered to "O" (to enable further operations with the coupon – return/exchange).

- If the message was "processed partially", statuses of passengers who have not flown will not be recovered.

15 Telegrams

All Edifact and Airimp messages based on which electronic tickets were created or edited, as well as messages that were processed with errors for any reason are stored in the ETS database. This information is used to resolve disputes or improve software.

15.1 Telegram search

To find telegrams used to create or edit a ticket, download the **Telegram search** module. The following telegram search criteria are supported: search by telegram number, search by E-ticket number with specification of source (archive or history), search by telegram type and receipt date, and search in detailed archive. For the first criterion, the system will respond to user's request by showing a specific telegram, if it is saved in the database. For the second criterion, the system will display a list of telegrams that were processed to change the specified ticket. For the third criterion, the system will show a list of all Airimp messages with the specified type. For the fourth criterion, it will compile a list based on the flights of a specified airline, airport and departure date.

There are two types of telegrams: Edifact and Type B. To browse messages, use the Next/Back buttons.
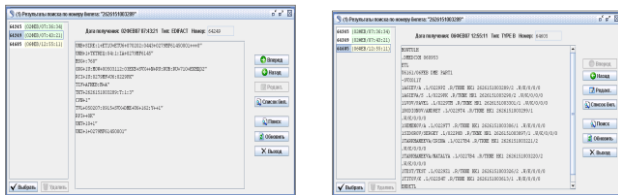
TYPE B messages can be edited using the "Edit" button and then sent back for processing using the "Save" button. If you do not need to send a message, click the "Exit" button. The example below shows a ETL received from the registration system.
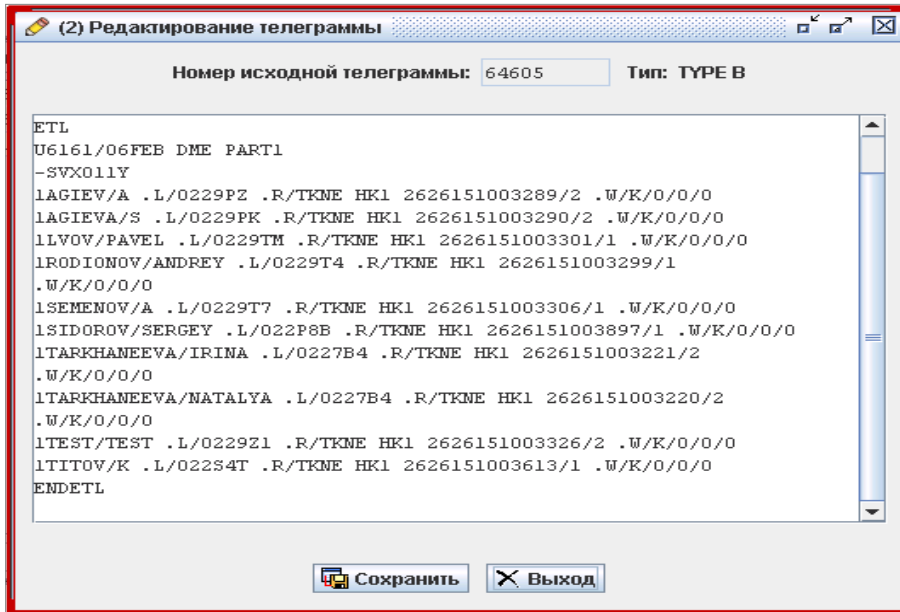
In the telegram card, you may open a list of tickets that were edited when the card was processed.
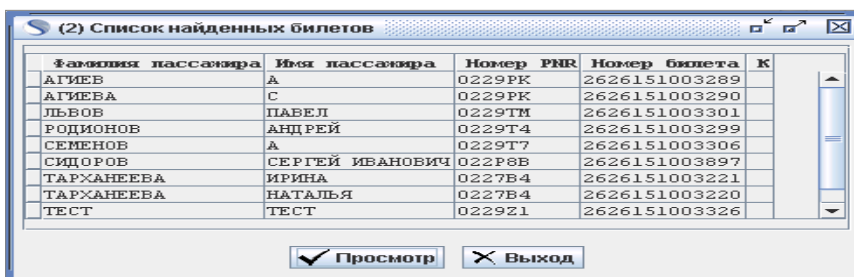
You may also view the current ticket status by selecting an appropriate line and clicking the "View" button.

15.2 Telegram queues

To view all messages that the system believes to be false, open the **Telegram queues** module.

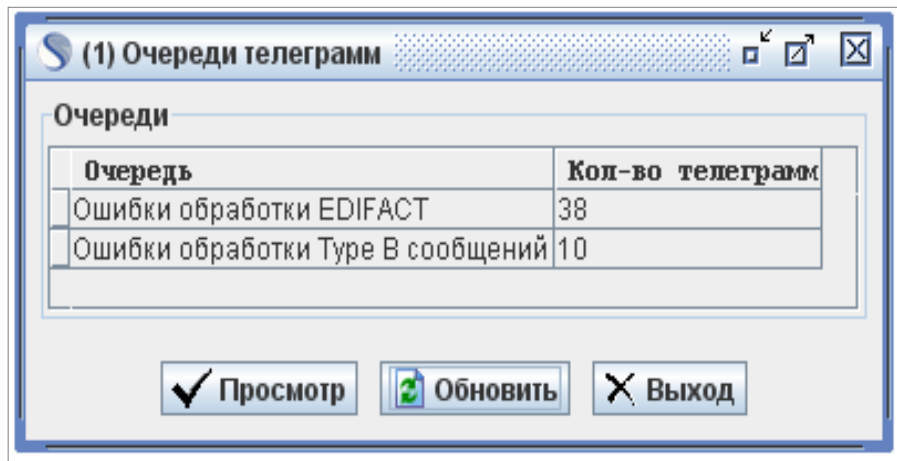When the module has downloaded, the screen will shown a list of false telegrams by categories:

Edifact processing errors. These are errors that occur due to the absence of certain elements in the database (e.g., SLO, currency code, etc.) or due to the current status of E-ticket that disables the required action. In general, the ETS responds to such messages with a specific notification (denying the appropriate operation and explaining the reason for denial). For example:
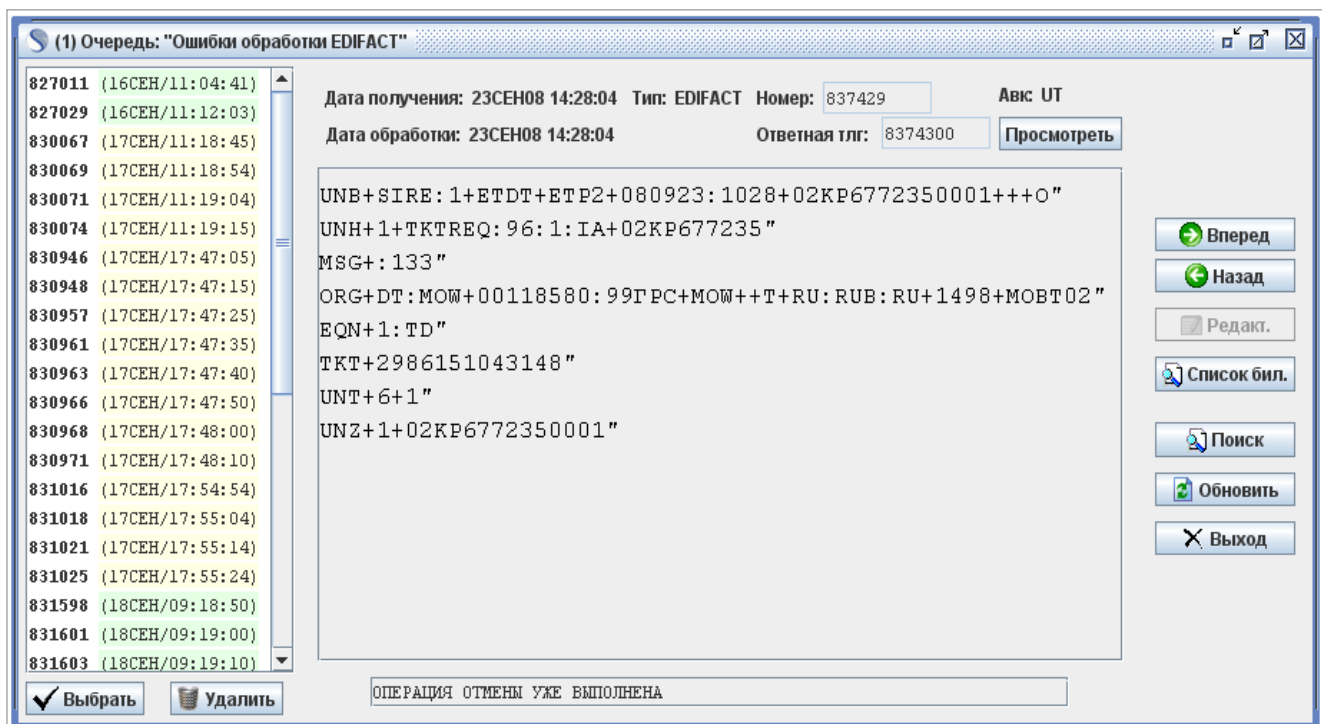
TYPE B processing errors. This queue includes unprocessed ETL or TYPE B messages that enable voidance of operations in case of communication failures.

Example:
ETL telegram. If the telegram contains a false E-ticket number (or number of E-ticket coupon), such ticket will be marked red in the message. To see why exactly it is marked red, click the *Details* button.
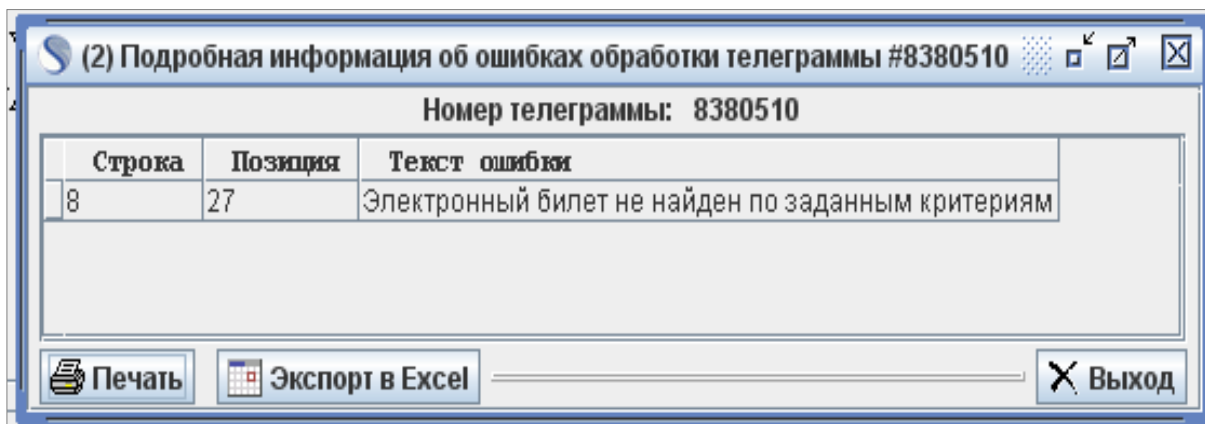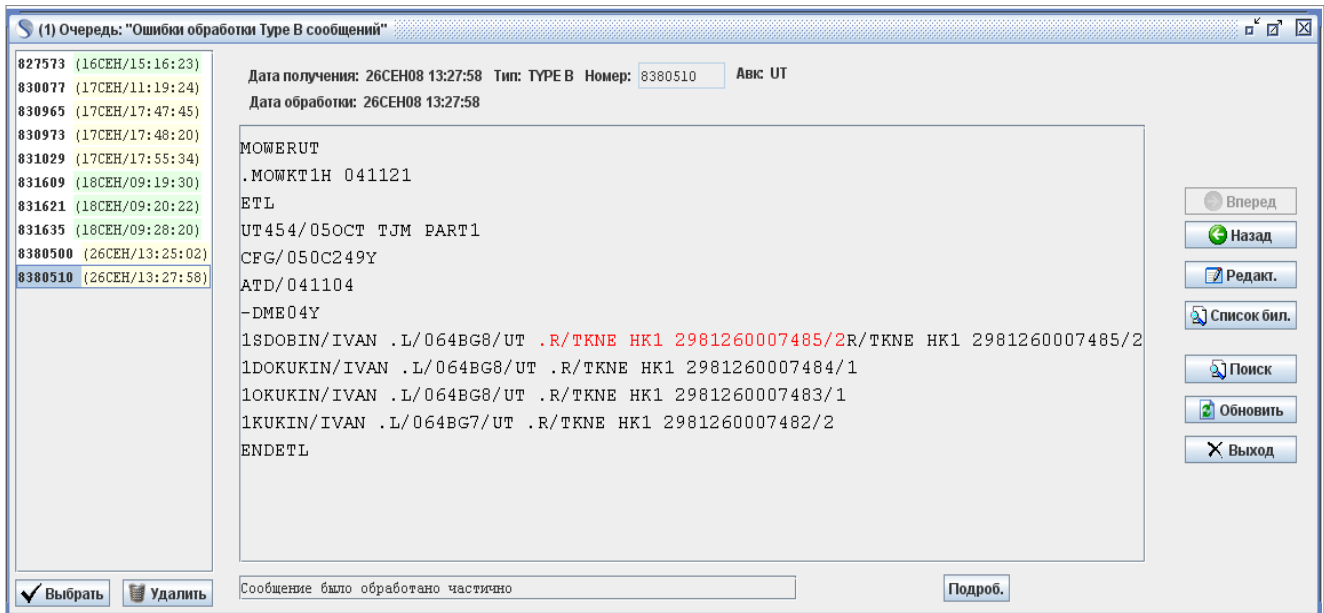
To edit a message adequately, open the list of passengers on the flight (***E-ticket search*** module) to verify the number of ticket and coupon for a specific passenger. Next, change the message using the *Edit* button and save it.

TYPE B messages of the following type can be deleted without processing:

```
(1) Очередь: "Ошибки обработки Type B сообщений"

827573 (16СЕН/15:16:23)          Дата получения: 17СЕН08 17:47:45  Тип: TYPE B  Номер: 830965      Авк: UT              Вперед
830077 (17СЕН/11:19:24)          Дата обработки: 17СЕН08 17:47:45                                                       Назад
830965 (17СЕН/17:47:45)
830973 (17СЕН/17:48:20)          MOWETP2                                                                                Редакт.
831029 (17СЕН/17:55:34)          .MOWETDT 171347
831609 (18СЕН/09:19:30)          ETE                                                                                    Список бил.
831621 (18СЕН/09:20:22)          MOWDT 02KB64
831635 (18СЕН/09:28:20)          SSR TKNX 2981260007458 N                                                               Поиск
8380500 (26СЕН/13:25:02)         SSR TKNX 2981260007457 O
8380510 (26СЕН/13:27:58)                                                                                                Обновить

                                                                                                                        Выход

   Выбрать    Удалить           Системная Отмена Уже Выполнена
```

16 ETS archives

Sirena-Travel ETS features a tool for archiving database changes.
You may browse the history of creation and modification of elements in all catalogs (RD, catalogs that define users' access and describe partner systems) by clicking the *Entry history* button.
To browse the archive for actions of specific operators, use the *User operations archive* module.
To browse the archive for changes to catalogs, use the general module *Search by catalogs archive.* In this module, you may find information on any deleted elements.
To browse the archive of quotas management module, use the *Quotas management archive* module.

16.1 History of entries in catalogs

In the card of each element, you may browse the archive of its creation and modification by clicking the *Entry history* button.

Card history contains details of the operator who made the change, type of operation (create/modify), and shows appearance of the card at the time when changes were saved.

Important: If an element's card was deleted, you may find the archive for such card in the *Search by catalogs archive* module.

16.2 Users' operations archive

To browse the archive of specific users' operations in ETS, use the **Users' operations archive** module. When the module opens, the system will show the archive for the current user. Use the *Date from* and *Date till* filters to adjust the range of dates for the archive report. To increase/reduce the number of entries displayed on the screen, use the *Entries on page* filter.

To browse the archive for other operators, use the *Agency* and *Operator* filters.

To browse changes, double-click on the appropriate line of the archive or click the *View* button.

In the example below, airline operator specified a group for SLO.

16.3 Search by catalogs archive

You may view archives of all catalogs in the **Search by catalogs archive** module.
To start search, select the type of element (Airports, Airlines, etc.) and complete at least
one search field. Information on changes to the element will be presented in the same
format as in the "Entry history" module.
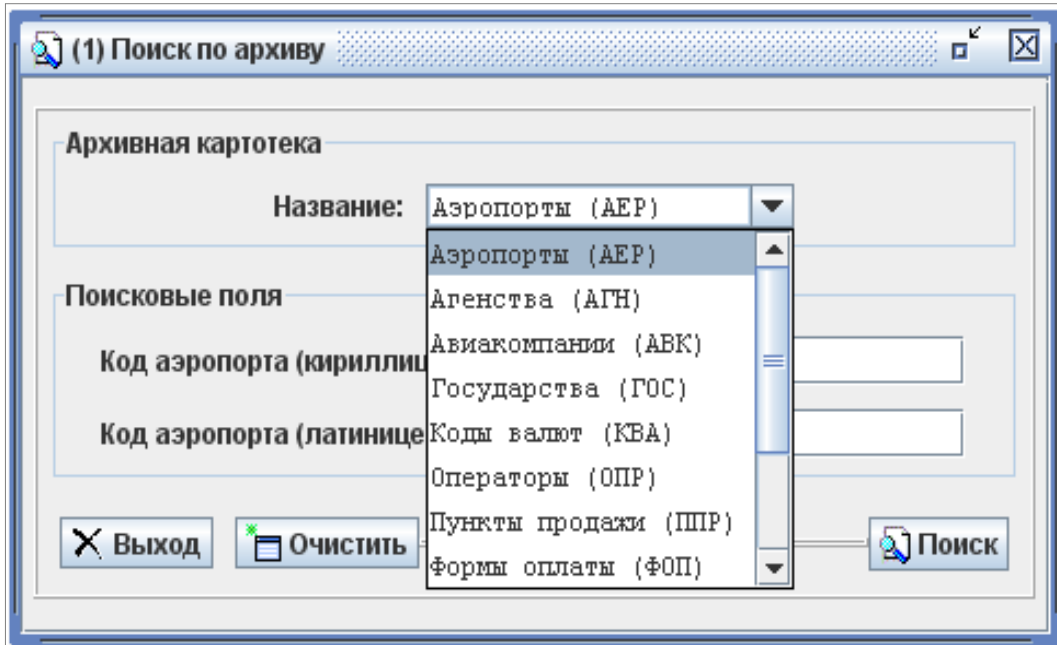
16.4 Quotas management archive

All changes made in the module of E-ticket quotas management are displayed in the "Quotas management archive" module.

Information is presented in a table with the following fields:

Date/Time — date and time when changes were made;

Operator — number of the operator who made changes;

Airline — carrier for which the E-ticket issue quotas were changed;

Agency – code of agency for which the quotas were changed;

SLO group — groups of sales offices for which the quotas were changed (if blank, the quota applies to the entire agency);

Quota value – specified value of quota;

Comment — type of electronic document for which the E-ticket/MCO quota was assigned.

Use the **Date from** and **Date till** filters to adjust the range of dates for the archive report. To increase/reduce the number of entries displayed on the screen, use the **Entries on page** filter.

16.5 Archive of operations with E-tickets

To enable supervision of ticketing and failure resolution procedures, the ETS allows users to view the archive or operations with electronic tickets (in the *Archive of operations with E-tickets* module).

The module allows filtering data by specific E-ticket number, by validating carrier (if not specified, archive will show all of the airline's sales), by flight and direction (for multi-shoulder flights), by type of operation (issue, return, exchange, cancellation, revalidation, and status change), and by operator working with E-ticket.

Important! In the *Airline* field, specify the code of system in which the agent worked (1H,1A,1G, etc.).

If you search by ticket number, point of departure is an optional parameter. If you search by other criteria, point of departure is a mandatory field.

In response to your request, the system will show a table with passenger name, ticket number, coupon number, flight details, type of operation and time of operation.

Имя пассажира	Номер билета	К	АК	Рейс	Дата	ПО	ПН	Операция	Время операции
ПРОБА ИВАН ИВАНОВИЧ	2986151081798	1	ЮТ	453	30МАР10	ВНК	РЩН	Issue	29.03.2010 12:12
ПРОБА ИВАН ИВАНОВИЧ	2986151081798	1	ЮТ	453	30МАР10	ВНК	РЩН	Refund	29.03.2010 12:20
ПРОБА ИВАН ИВАНОВИЧ	2986151081798	1	ЮТ	453	30МАР10	ВНК	РЩН	Cancel of refund	29.03.2010 12:21
ПРОБА ИВАН ИВАНОВИЧ	2986151081800	1	ЮТ	453	30МАР10	ВНК	РЩН	Issue	29.03.2010 12:26
ОООOП РПРПРРП	2986151081802	1	ЮТ	457	05АПР10	ВНК	РЩН	Issue	29.03.2010 14:28
ОООOП РПРПРРП	2986151081802	1	ЮТ	457	05АПР10	ВНК	РЩН	Refund	29.03.2010 14:29
ИВАНОВ ИВАН ИВАНОВИЧ	2986151081808	1	ЮТ	457	01АПР10	ВНК	РЩН	Issue	29.03.2010 15:43
РПРП АПРП	2986151081811	1	ЮТ	457	05АПР10	ВНК	РЩН	Issue	29.03.2010 16:13
РПРП АПРП	2986151081811	1	ЮТ	457	05АПР10	ВНК	РЩН	Void	29.03.2010 16:13
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081812	1	ЮТ	457	05АПР10	ВНК	РЩН	Issue	29.03.2010 16:25
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081812	1	ЮТ	457	05АПР10	ВНК	РЩН	Refund	29.03.2010 16:26
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081814	1	ЮТ	457	02АПР10	ВНК	РЩН	Issue	29.03.2010 16:28
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081814	1	ЮТ	457	02АПР10	ВНК	РЩН	Change of status	29.03.2010 16:29
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081814	1	ЮТ	457	02АПР10	ВНК	РЩН	Refund	29.03.2010 16:30
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081816	1	ЮТ	457	12АПР10	ВНК	РЩН	Issue	29.03.2010 16:37
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081817	1	ЮТ	457	01АПР10	ВНК	РЩН	Issue	29.03.2010 16:37
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081816	1	ЮТ	457	01АПР10	ВНК	РЩН	Issue	29.03.2010 16:37
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081817	1	ЮТ	457	12АПР10	ВНК	РЩН	Issue	29.03.2010 16:37
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081817	3	ЮТ	457	08АПР10	ВНК	РЩН	Issue	29.03.2010 16:37
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081816	3	ЮТ	457	08АПР10	ВНК	РЩН	Issue	29.03.2010 16:37
ТЕСТИЛОН ИВАН ИВАНОВИЧ	2986151081817	1	ЮТ	457	01АПР10	ВНК	РЩН	Refund	29.03.2010 16:38

В Excel   ✔ Просмотр

🖶 Печать   ✕ Выход

You may print the table or save it in Excel format.

17 User information

To browse current parameters of the airline dispatcher's session or change password, use the *User information* module.

(1) Информация о пользователе

Пользователь	У601ТКП1498
Пароль		Изменить пароль

Оператор

ФИО	Никитина Александра
Номер	1498
Агенство	01ТКП (ТКП)
Авиакомпания	У6 (УРАЛЬСКИЕ АЛ)

Пульт

Название пульта	МОВТ02
Агенство	01МОВ (ГЛАВАГЕНТСТВО ВОЗДУШНЫХ СООБЩ)
Город	
Аэропорт	

Выход