

Electronic Expense Receipt for Travelport ViewTrip™ in Apollo® and Galileo®

Product Advisory Number:	782		
Version:	02		
Load To Production:	07-DEC-09	22:00	EST 03:00 (08-DEC-09) GMT
High Level Description:	In North America, most agents issue the service fee before the ticket. They are used to adding one or more of a variety of T – lines to the PNR in order to document service fees (and other data) on the invoice and MIR. This enhancement will allow a particular service fee to be associated to a particular ticket for ViewTrip Expense Receipt purposes.		
Impact Summary:	Introduce a new ticketing modifier to document the service fee number to associate to the ticket about to be issued.		
Reason For Issue:	Update – Load Date Notification and revised error messages		
Customer Impact:	<input type="checkbox"/> Internal Only <input type="checkbox"/> Developers <input checked="" type="checkbox"/> Agency Customers <input type="checkbox"/> Airline Customers <input type="checkbox"/> eCommerce Customers <input type="checkbox"/> Car, Hotel, Rail or Cruise Customers		
System:	<input checked="" type="checkbox"/> Galileo <input checked="" type="checkbox"/> Apollo <input type="checkbox"/> Worldspan		
Load To Copy:	30-NOV-09	EST	GMT
Web Services: (API and Messaging)	Not applicable		
Issue History:	Version 01 – Issued 08-SEP-09		

Overview

Introduce a new ticketing modifier to document the service fee number to associate to the ticket about to be issued. This will be for both 1G and 1V cores.

Customer Benefit

The benefit for this new modifier is so that the customer will have an accurate breakdown of their expenses. To do this it restricts one service fee to one ticket. The user will not be able to apply a service fee to multiple tickets.

Detail and Customer Examples

This new ticketing modifier can be used at either fare quote or ticket issuance. The modifier will contain:

- Service fee document number – Mandatory
- Fee issue date – Optional if same day
- Fee issue pseudo city code – Optional if same as ticketing agency

The new entries to input and associate the service fees with the passenger/ticket are:

1G:

TMU1SF1231234567890*D03Jan*PPCC done at fare issuance

TKPSF1231234567890*D03Jan*PPCC done at ticket time

Where:	TMU1	Modifier – used at fare issuance time
	TKP	Modifier – used at ticket time
	SF	For 'Service Fee'
	1231234567890	Service Fee Number
	D	For fee issued date
	03Jan	in ddmmm Format (optional)
	P	For Pseudo city code
	PCC	(optional if same as ticketing agency)

1V:

T:\$BSF1231234567890+D03Jan+PPCC done at fare issuance

HB:SF1231234567890+D03Jan+PPCC done at ticket time

(+ represents enditem)

Where:	T:\$B	Modifier – used at fare issuance time
	HB:	Modifier – used at ticket time
	SF	For 'Service Fee'
	1231234567890	Service Fee Number
	D	For fee issued date
	03Jan	in ddmmm Format (optional)
	P	For Pseudo city code
	PCC	(optional if same as ticketing agency)

Error messages that the user may encounter are:

If the user has entered the new entry incorrectly, the error message will read;

'ERROR 259 – INVALID FORMAT/DATA'

If the service fee has already been associated with a ticket, the error message will read;

'ERROR 9136 – SERVICE FEE ALREADY ASSOCIATED'

If the service fee is not in the TINS database, the error message will read;

'ERROR 9137 - SERVICE FEE NOT AVAILABLE IN DATABASE, ASSOCIATION NOT COMPLETED'

If IATA, selective access or Group code checks fail, the error message will read;

'ERROR 9078 – PCC NOT ALLOWED – NO AGREEMENT'

Guidelines for using the new modifiers to associate service fees to passenger/ticket:

- Only 1 fee can be associated to a ticket number/first passenger in filed fare
- Only 1 ticket can be associated to a service fee
- ARC/BSP service fees only (HHSF\$, SF\$, SFP)
- No check digit required on the fee number to be entered in the ticketing modifier
- This fee association applies only to electronic tickets
- No changes to MIR
- No changes to Passenger Itinerary Receipt
- If agent wants to issue one fee to cover multiple travelers, it can only be associated to 1 ticket.
- If agent wants to document more than one ticket/fee per booking, they must be issued in separate ticketing transactions (add fee remark for ticket 1, issue ticket 1. Add fee remark for ticket 2, issue ticket 2. And so on.)
- Only 1 fee can be entered per ticketing transaction
- Agency must participate in VTLC at time of ticket issuance in order to have the association passed to the GIDS database for later retrieval.
- Provisioning/charging for VTLC participation is outside the ticketing portion of this work
- There is no way to un-associate a fee/ticket or to clear the "associated" TINS indicator.
- There are no changes to service fee issuance (HHSF\$, SFP, SF\$)
- ViewTrip will build the display and calculate any totals needed based on information in the ticket, the fee in the VTLC and other data available.
- Updates to the service fee, such as voids, will not be reflected in VTLC/ViewTrip Expense Receipt
- ALL GIDS customers will receive the new fee information in the ticket issuance GIDS handoff.
- In today's environment GIDS participants are only the larger agencies that are on Apollo or 1V. To check that an agency is a participant, display their AAT and field GIDS should be set to 'Y'.
- If there are two tickets in a booking file, separate booking files are not necessary as long as the tickets are in separate fare quote and ticketing entries. Only 1 fee can be associated per ticketing entry.
- For divided Booking files or PNRs, the fee is associated to a ticket and it will stay with that ticket. The ticket is associated to the booking and would stay in the original when it is divided. Once the ticket modifier has been used it is set and cannot be changed.
- Passive bookings and service fee association will act the same as live bookings.
- Service fee associations apply to the exchanged tickets which include ARNE (Automatic Exchange and Refunds).

Glossary

Term	Definition

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