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## **VIDECOM**

### **VRS Reservations System User Guide**

## **Introduction**

### **1.1 Overview**

VIDRES is designed as a stand-alone Reservation and Check-in system, which supports a Native screen.

### **1.2 Before You Start**


#### **Common abbreviations**

| TERM  | DEFINITION               |
|-------|--------------------------|
| PSGR  | Passenger                |
| PAX   | Passenger                |
| PNR   | Passenger Name Record    |
| SSR   | Special Services Request |
| APFAX | Airport Fact Information |
| ETKT  | Electronic Ticket        |
| MPD   | Multi-purpose document   |
| PNL   | Passenger name List      |
| MFCI  | Male Female Child Infant |

# VRS Reservations System User Guide

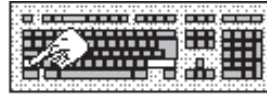
## Common keys used



The Tab key, used to move forwards between fields of data. To move backwards use the **Shift** key plus .



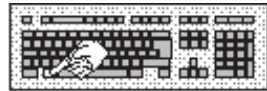
Shift key. There are two of these on the keyboard.



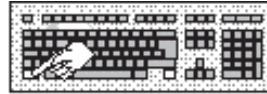
The Control key for hot key sequences. There are two of these on the keyboard.



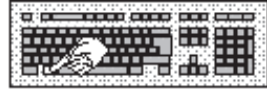
Alt key for accelerator key sequences.



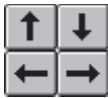
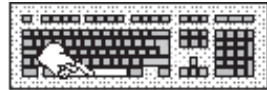
The Control key for hot key sequences. There are two of these on the keyboard.



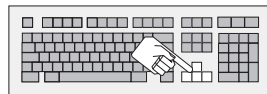
Alt key for accelerator key sequences.



The Space bar used to select/deselect.



Direction cursor keys, used to move backwards or forwards within a word or line of text, or moving through a vertical list of items.



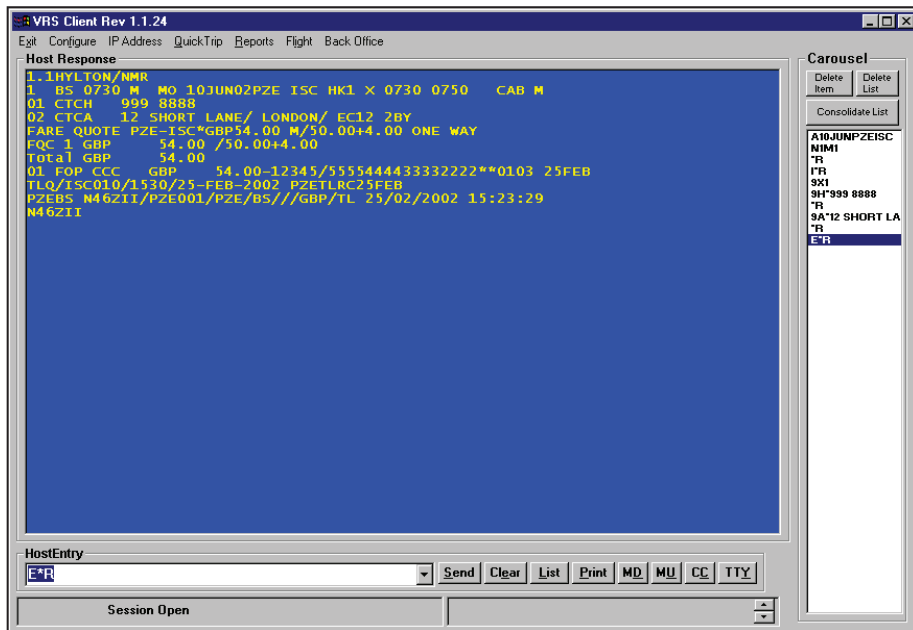


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### VRS Reservations System User Guide

## Reservation Screen

The Blue Screen main window is where you will make reservations.



Type entries in the Host Entry box at the bottom of the screen. Responses are then displayed at the top of the screen marked Host Response.

The Carousel shows all the entries you have made. This is useful if you need to make the same entry more than once. You can use the direction cursor keys to scroll up and down the list to select, then press Enter or double click the entry you need using the mouse.

Type ZH and press the Enter key for a list of host entries.

**VRS Reservations System User Guide****Toolbar**

|       |   |
|-------|---|
| SEND  | Click this button (or the Enter key) to execute transaction command                       |
| CLEAR | Clears screen   |
| LIST  | This will display the Carousel, which contains a list of all transaction commands entered |
| PRINT | Screen-prints   |
| MD    | Move down page  |
| MU    | Move up page  |
| CC    | This displays the credit card details screen.   |

**Carousel**

|                  |   |
|------------------|---|
| DELETE ITEM      | Deletes individual item from list       |
| DELETE LIST      | Deletes entire list                     |
| CONSOLIDATE LIST | Shows each entry made only once on list |

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### VRS Reservations System User Guide

## Sign On and Off

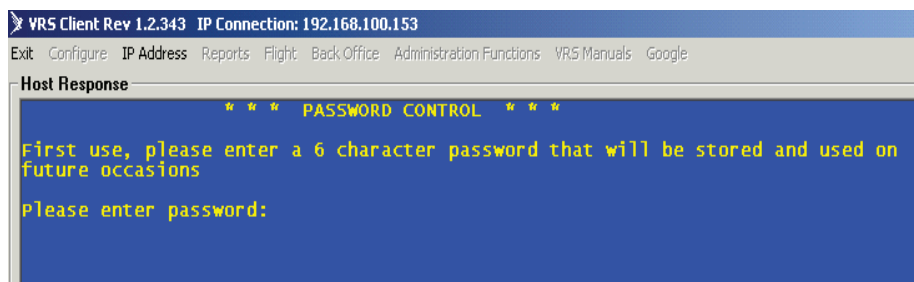
### 1.3 Sign On

BSIA2222BB/GS

BSIA [entry code for sine in action] 5555EE  
[agent sine] / GS [duty code]

*(Note: When the sine in is entered, for security reasons the code will be displayed as \*\*\*\*)*

First time users will be asked to choose a password.



In the HOST ENTRY box type your password, it must be at least 6 characters. Every time you sign in you will need to enter this password - make a note of it.

Passwords can be reset or deactivated by an administrator.

When the password has been accepted 'Sine on OK' is displayed.

#### 1.3.1 Sign Off **BSX (or BSO) (click the SEND button or ENTER.)**

Vidres will automatically sign users off if the system is idle for some time but Videcom recommends that users sign out of the system at the end of their shift.

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**VRS Reservations System User Guide**

**Schedule and Availability Display**

**A17JANKHIISB**

Display flight schedule and availability for 17 January from KHI to ISB

| AV                    | TUE    | 17JAN   | LEAVE | ARRIVE  | FLIGHT | EQP | S    | AVAILABILITY    |
|-----------------------|--------|---------|-------|---------|--------|-----|------|-----------------|
| 1                     | KHIISB | 17JAN06 | 1900  | 17JAN06 | 2100   | E4  | 0100 | B73 C 2 Y 9 Z 9 |
| SERVICE EXCLUSIVE FOR |        |         |       |         |        |     |      |                 |
| 2                     | KHIISB | 17JAN06 | 2000  | 17JAN06 | 0023   | E4  | 0200 | DC9 1Y 9        |

Header line includes day and date of flight requested.

- 1 Line number
- 2 "Canned Facts"
- 3 Route
- 4 Departure date
- 5 Departure time
- 6 Arrival date
- 7 Arrival time
- 8 Carrier code
- 9 Flight number
- 10 Equipment code
- 11 Number of stops
- 12 Class
- 13 Number of seats left in that class

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### **VRS Reservations System User Guide**

A10NOVLHR\$\$\$                      Displays availability from LHR to all destinations

AB2                                      Displays reverse availability 2 days later

#### **1.4 Booking from Availability**

N1Y1                                      To book 1 seat Y class from line1

N1MY1                                    To book 1 seat M class from line1 and 1 seat Y class from the next line (connecting flight)

X3                                        Cancels flight segment line 3

#### **Direct Segment Booking**

OBS0730M10NOVPZEISC NN1                      Basic Entry

**O**[indicates direct segment entry] **BS**[airline code] **0730**[flight number]

**M**[booking class] **10NOV**[date] **PZE**[departing city] **ISC**[arriving city]

**NN1**[action code]

#### **Action Codes for Direct Sell entries**

|                  |                             |
|------------------|-----------------------------|
| NN               | To sell a seat              |
| QQ               | To indicate an Open Segment |
| OB               | To Overbook Flight          |
| LL               | To Waitlist                 |
| PK1/flight times | To book a passive segment   |

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## Waitlist and Reconfirmation

When a class is full on a flight, passengers may be waitlisted using the direct segment entry. The action code would be LL.

0BS0730M10NOVPZEISC LL1

**O**[indicates direct segment entry] **BS**[airline code] **0730**[flight number]  
**M**[booking class] **10NOV**[date] **PZE**[departing city] **ISC**[arriving city]  
**LL1**[action code]

The alternative is to waitlist from the availability display.

The entry is N1Y1L (waitlist 1 Y seat from line 1).

When seats become available the first passengers on the Wait List will have their booking status changed to KL and the PNR automatically put on Q HDQ/001.

Once the passenger has been advised of the confirmation, change the status to HK using the entry .2HK where 2 is the line number in itinerary and add remark (5\*\*) to the booking.

If Reconfirmation is required after retrieving the booking change the segment status from HK to RR using the entry .3RR where 3 is the segment line number.

If a booking has been reconfirmed in error the status may be changed back to HK using .3HK

To view waitlist LWBS0730/10NOV would display waitlist i.e. passengers with HL status.

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## **Making Reservations**

### **Name Field**

#### **Create**

- 1SMITH/AMR                      One surname, numeric optional
- 3JONES/AMR/BMRS/CMISS      Multiple names, same surname
- 3SMITH/AMR/BMSTR.CH09/CMISS.IN09  
   Adult with child and infant .CH09 = child of 9  
   years .IN09 = infant of 9 months.  
*(Note: Infants do not occupy a seat. 2 Seats held for these 3 names)*  
*(Note: Max 69 characters in name field)*

Other Passenger Type Codes include:

- 1STUDENT/AMISS.SD              Student. No age required.
- 1SENIOR/AMR.CD                 Senior citizen. No age required.

*(Note: Vidres uses the passenger type codes to identify the type of fare that will apply when auto pricing.)*

Incomplete name items should be followed by \*

- 15HOSPITAL/GROUP\*    Blocks seats for a group of 15

#### **Change**

- 2@JONES/AMR/BMRS              Change name item 2 to text after @. The  
   number of names must be the same as the  
   original entry.
  
- 2@1/ANDREWMR                 Change 1st name in name item 2 to text  
   after slash. (Pax type cannot be changed)

#### **Delete**

- 2@                                      Cancels passenger(s) with name item 2.
- 1@2                                    Cancel second name in name item 1

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**VRS Reservations System User Guide****Contact Information****Create**

9H\*001 234 5678 Home contact

9T\* World Travel 012491 222333 ref Dave  
Travel agent contact with phone number and agency reference.

9E\*CSTRaining@VIDECOM.COM  
Email contact.

*(Note: E ticket receipts can be sent directly to this customer email address)*

9A\*123 NICE STREET/HENLEY/OXON/RG11 11A  
Address

*(Note: Entering the address with forward slashes will set the address on different lines when printing the passengers receipt (EZR)).*

**Phone Field Codes**

|    |              |
|----|--------------|
| H* | Home         |
| B* | Business     |
| T* | Travel Agent |
| A* | Address      |
| E* | E mail       |

To passenger relate the contact insert the passenger's name item number between the 9 and contact type followed by \* and free-flow text.

|                   |                                  |
|-------------------|----------------------------------|
| 9-2H*222 222 2222 | Home contact for passenger 2     |
| 9-2B*             | Business Contact for passenger 2 |

**Delete**

9X1 Cancels contact line 1.



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### **VRS Reservations System User Guide**

#### **Adding Ticket Time Limit/Cancellation**

Time Limits are used to control and monitor un-ticketed bookings. When entered on a PNR they will cause the booking to be placed on queue, or to cancel, on the date and time specified. The time limit is removed when the PNR is ticketed.

#### **Create**

|                     |   |
|---------------------|---|
| 8/PZE012/1800/01DEC | Places booking on queue PZE012 at 6PM on 01DEC  |
| 8/01DEC             | Places booking on queue using the the default queue number and time specified in configuration. |
| 8C/1200/24SEP       | Automatically cancel booking at 1200hours on 24 <sup>th</sup> September                         |

*(Note: An \* may be placed after the entry followed by any free-flow text. For e.g. 8/PZE012/1200/01DEC\*ADVD PAX TO PAY BY THIS DATE.)*

#### **Delete**

8X

*(Note: Ticket time limits can be set by an administrator to be added automatically on end transaction. For agents with a security level less than the parameter in TTLFixedSecurityLevel, an automatic cancellation timelimit is entered irrespective of what is entered in the HostEntry. The cancellation time depends on value entered for parameter TTLFixedMinutes. For example: TTLFixedSecurityLevel = 35 and TTLFixedMinutes = 20minutes. Agent with a security level less than 35 will have an automatic time limit entered on the booking that would expire in 20 minutes unless the agent issues a ticket.)*

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## VRS Reservations System User Guide

### Special Services Request (APFAX and GFAX)

A service request that requires an action by an airline is defined as an SSR (special service request). The airline needs to be aware of the passenger's requirements in advance of travel in order to make the necessary arrangements. In VidRes these are known as APFAX (Airport Facts). These include wheelchair, seat requests, meal requests etc. All requests entered in this way will appear on the PNL (Passenger Name List)

#### Create

|                           |   |
|---------------------------|---|
| 4FVGML                    | Request Vegan vegetarian meal for all passengers all segments   |
| 4-2FWCHR                  | Request wheel chair for passenger 2 (can climb stairs) all segments   |
| 4-2S1VLML                 | Request Lacto/Ovo vegetarian meal for passenger 2 on segment 1  |
| 4-1MAAS*ELDERLY PASSENGER | Requests meet and assist for elderly passenger 1.<br>Additional information in free flow text added after * |

For some APFAX additional information is mandatory. The administrator specifies these in the APFAX table.

**Delete**                    4X1 cancel APFAX from line 1.

*(Note: See section LISTS on how to view a flight list with APFAX )*

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### **VRS Reservations System User Guide**

A service request that does not require an action by the airline i.e. for information only, is defined as an OSI (Other Service Information). In Vidres these are known as GFAX. They include TCP (to complete party) information, VIP (very important person) information etc.

#### **Create**

3FTCP With 2Smith RLOC TYR3F

TCP information (to complete number in party.)

3-2FVIP Famous footballer

Passenger 2 VIP – Famous footballer

For some GFAX additional information is mandatory. The administrator specifies these in the APFAX table.

#### **Delete**

3X1 cancel GFAX from line 1.

#### **Adding Remarks**

##### **Create**

5\*\*followed by freeflow text

Comments entered with **5\*\*** have the city code, agent sine and date put at the end of the remark.

##### **Delete**

5X1 Cancel remark line 1

*Error! Reference source not found.*

## VRS Reservations System User Guide

### Dividing a PNR

D1/    Divide passenger 1 from PNR  
D1/3/                                        Divide passengers 1 and 3 from PNR

*(Note: Passengers are identified by their name item number)*

### Divide Procedure

1. Enter **D** [divide] followed by the passenger name number e.g. **D2/**. If you are removing multiple passengers then use a slash to separate the passenger name numbers e.g. **D2/3/4/**
2. A new PNR is created with only passenger 2
3. File the new PNR, by typing E
4. The original PNR will then be displayed with the remaining passenger(s)
5. File the original PNR by typing E
6. A confirmation appears giving the new record locator.
7. The record locator of the divided PNR is displayed in the remarks field of the original PNR.

When a PNR is divided all generic details are transferred to the new PNR. Items that have been passenger related are shown on the PNR containing the passenger it relates to.

### Handling Payments during divide

If the PNR contains a single payment for all passengers, the amount matching the divided passenger's fare quote is transferred with the passenger to the new PNR. The original booking will now only show the payment amount related to the remaining passengers. The original form of payment details are shown in the remarks field of the both PNRs.

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### VRS Reservations System User Guide

(NOTE: Bookings with part payments cannot be divided. The payment should be cancelled, the booking divided, and then the payment can be added to the PNR again.)

(Note: Passengers cannot be divided off a group PNR if they have a group name element. E.g. 10Rugbygroup\*. The pax to be divided off should be given a separate name element before dividing.)

#### End Transaction and Ignore

##### End Transaction

|       |   |
|-------|---|
| E     | End transaction   |
| E*R   | End transaction and retrieve booking                                |
| EZT   | Issue E ticket and end transaction                                  |
| EZT*R | Issue E ticket, end transaction and redisplay booking.              |
| EPT   | Records paper ticket issued and end transaction                     |
| EPT*R | Records paper ticket issued, end transaction and redisplay booking. |

```
Host Response
1.1SMITH/AMR
1 BS 0840 M MO 11NOV02PZE ISC HK1 X 0840 0900 CAB M
01 CTCH 01425 788123
01 AFXS WCHR
TLQ/PZE015/1200/05-NOV-2002*ADVD PAX TO PAY BY 04NOV OR PNR CANX PZETLRC08APR
01 RMKS PAX TO SEND CHEQUE BY MAIL PZETLRC08APR
PZEBS N475JB/PZE001/PZE/BS//GBP/TL 08/04/2002 14:33:57
R475JB
```

Issue office code

Agent sine

Date/time of booking

The record locator appears at the bottom left hand side of the PNR.

|     |   |
|-----|---|
| I   | Ignores PNR without saving changes.               |
| I*R | Ignores PNR without saving changes and redisplay. |

*Error! Reference source not found.*

**PNR Retrieval / Search**

\*N46L9R Retrieve PNR by record locator.

S\* searches by *travel* date.

S\*BROWN Search for all passengers with name Brown travelling on flights after the date specified, in this case the system default date.

*(Note: System default date is configurable in the server by Videcom)*

S\*SMITH//AMR/12AUG Search for all passengers with name Mr. A Smith travelling on or after 12Aug.

SP searches by *name* and PNR *creation* date.

SPJONES Searches PNR's created after the default date for passengers with the last name Jones

SPJONES/12AUG2002 Searches PNR's created after 12AUG2002 with last names Jones

SL searches by text lines

SLDELAY Search all PNR lines for all Passengers for the word delay.

SLDELAY Search all PNR lines for all Passengers for the word delay.

ST searches by name

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STSMITH Search PNR's created for passengers with last name Smith. It also includes surnames chronologically higher than Smith. It displays their PNR Locators, classes and cabins under which they are booked, ticket and booking status, date of flight etc.

SQ searches for passengers with Open segments

SQSMITH Only shows passengers named Smith with QQ status.

#### **Viewing PNR Details**

\*R Display current PNR

\*T Displays ticket information for PNR

\*S Displays payment information for PNR

\*C Displays PNR tax breakdown per pax by segment.

\*F-1 Displays IATA Fare calculation for passenger 1.

\*H Displays PNR history - all commands that have been entered, by whom (agent sine), and date and time of the transaction.

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## Fare Quote

### 1.5 Auto Fare Quote

Before a ticket can be issued a valid fare must be stored on the PNR. The auto fare quote is designed to return a list of possible fare that matches all the criteria of the passenger's journey. This will take into consideration advance purchase requirements, minimum stay and maximum stay.

FG Displays a list of valid possible fares for booked itinerary.

```

Host Response
Fare Quote
Itm Code      Fare
1  -YYCAMPAIGN *PKR5635.00 Y/3500+2135.00 [SITI 1990] Y OW SPCL
2  -YYOW      *PKR5975.00 Y/3840+2135.00 [SITI 1886] Y OW NORMAL3
End of list
  
```

- 1 Line number
- 2 Fare basis code
- 3 Fare including tax
- 4 Class
- 5 Fare
- 6 Total tax
- 7 International sales Indicator
- 8 Fare rule number
- 9 Fare title

*(Note: FG will only show adult fares. Child and infant fares are displayed when the fare is stored)*



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FS1 Stores fare from line 1 of fares display

(Note: The PNR must contain names before fares can be stored)

| Host Response      |                   |     |                            |
|--------------------|-------------------|-----|----------------------------|
| <b>Fare Stored</b> |                   |     |                            |
| 1                  | FQC 1             | PKR | 5635.00 /3500+2135.00      |
|                    | FQC 2             | PKR | 3600.00 /1750+1850.00 *CHD |
|                    | FQC 3             | PKR | 410.00 /350+60.00 *INF     |
|                    | TOTAL             | PKR | 9645.00                    |
| 3                  | TX 1-1 PK PKR 763 |     |                            |
|                    | TX 1 1            | PQ  | PKR 1250                   |
|                    | TX 1-1            | SP  | PKR 120                    |
|                    | IX 1-2            | PK  | PKR 480                    |
|                    | TX 1-2            | PQ  | PKR 1250                   |
|                    | TX 1 2            | SP  | PKR 120                    |
|                    | TX 1-4            | PK  | PKR 60                     |
|                    | TX 1-3            | PQ  | PKR 0                      |
|                    | TX 1-3            | SP  | PKR 0                      |
|                    | BA 1              | KGS |                            |
| 9                  | TC 1              | PKR | SORR                       |
|                    | TC -1             | PKR | SORR                       |
|                    | TC -2             | PKR | DNOR                       |
|                    | TC -3             | PKR | SOR                        |

- 1 Fare quote for passenger 1, 2 & 3
  - 2 Currency code and total fare including tax per passenger
  - 3 Currency code and total fare for all passengers
  - 4 Passenger type (CHD = Child INF = Infant)
  - 5 Fare
  - 6 Tax
  - 7 Tax break down
  - 8 Tour Code
  - 9 Baggage allowance and weight units
- (Note: Tour Code developed for specific customer.)

*Error! Reference source not found.*

*(Note: TC is used to code the fare set in Back Office. The code is represented in the format below.*

|          |          |          |            |          |          |
|----------|----------|----------|------------|----------|----------|
| <i>D</i> | <i>1</i> | <i>O</i> | <i>5</i>   | <i>E</i> | <i>9</i> |
| <i>I</i> | <i>2</i> | <i>U</i> | <i>6</i>   | <i>R</i> | <i>0</i> |
| <i>S</i> | <i>3</i> | <i>N</i> | <i>7</i>   |          |          |
| <i>C</i> | <i>4</i> | <i>T</i> | <i>8</i> ) |          |          |

|        |  |
|--------|--|
| FG/CDG | Fare quote in currency of city specified. The ISI will be the agents Default City. |
|--------|--|

|                |  |
|----------------|--|
| FG/CDG-SIN*JFK | Fare quote in currency of city CDG, specifying sale as SIN and ticketing in JFK. |
|----------------|--|

*(Note: When these transactions are used the following Fare Store transaction should include the city overrides. i.e. FS1/CDG-SIN\*JFK)*

|        |  |
|--------|--|
| FN1990 | Displays the fare notes (rules) associated with a fare by specifying the fare ID |
|--------|--|

|             |  |
|-------------|--|
| F*[khi,dxb] | displays all the fares applicable to the city pair |
|-------------|--|

## Forms of Payment

To issue a ticket, the method of payment must be recorded on the PNR. There are 4 methods of payment that are accepted.

|                                    |  |
|------------------------------------|--|
| MM                                 | Total cash payment for all passengers on PNR <b>M</b> [action code for payment] <b>M</b> [cash]  |
| MQ                                 | Total payment by cheque for all passengers on PNR <b>M</b> [action code for payment] <b>Q</b> [cheque]   |
| MIGBP10.00-8000                    | Payment of £10.00 by Invoice <b>M</b> [action code for payment] <b>I</b> [invoice] <b>GBP</b> [currency code] <b>10.00</b> [amount] – <b>8000</b> [invoice number]                                       |
| MCGBP10.00-1234/333344445555**0307 | Payment of £10.00 by credit card <b>MC</b> [credit card] <b>GBP</b> [currency code] <b>10.00</b> [amount] – <b>1234</b> [approval code] / <b>333344445555</b> [card number] ** <b>0307</b> [expiry date] |

This entry is used when payments have already been authorised outside the system, and the payment is only being recorded in VRS.

MKGBP10.00/333344445555\*\*0307

This entry is used when payment is to be authorized through the system.

MK/EUR33334444\*\*0107

If payment is to be taken in another a currency different from that of the fare quote, then enter the Payment currency leaving the amount blank for the system to do the conversion

MX1 Cancels form of payment line 1

(Note: This should only be used if the Form of payment is being voided on the day the payment was made. If the payment has already been reported then use the refund entry. Credit card payments where the authorisation was

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obtained through the system must always be entered as a refund and not a cancellation.)

**1.6 Credit card Authorisation Screen**

Credit card details can be entered using the screen displayed below. This is access by clicking on the CC button on the Main Res Screen. This screen may be used to obtain an authorization from the system and it will generate the MK transaction.

The screenshot shows a dialog box titled "CC Details" with two main sections: "CC Details" and "Transaction Details".

**CC Details Section:**

- Card Number:** A text box containing "492901234567890".
- Expiry:** A text box containing "0106" followed by "ie 1202".
- Name:** A text box that is currently empty.
- Blank defaults 1st PAX:** A label positioned to the right of the Name field.

**Transaction Details Section:**

- Currency:** A text box that is empty, with the instruction "Blank for Agent Default Currency" to its right.
- Amount:** A text box that is empty, with the instruction "Blank for total amount" to its right.
- Security No.:** A text box that is empty, with the instruction "3 digits from rear of card RHS" to its right.
- Issue Number:** A text box that is empty, with the instruction "Switch card only" to its right.

At the bottom of the dialog box are two buttons: "OK" and "Cancel".

## **Issue Ticket**

In order to generate an ETKT payment must be completed for all passengers on a PNR.

|       |  |
|-------|--|
| EZT   | Issue e-ticket for all passengers on the PNR and end transaction         |
| EZT*R | Issues e-ticket, end transaction and redisplay PNR                       |
| EPT   | Records that a paper ticket had been issued                              |
| EZA   | (preceded by EPT*R) Generate a message to ticket printer to print ticket |

### **1.7 Printing Receipt with and without tickets**

#### **Without Tickets in PNR**

|      |   |
|------|---|
| EZBC | Displays itinerary/receipt without ticket. May be printed if printer attached |
| EZBE | E-mails itinerary/receipt without ticket                                      |

#### **With Tickets in PNR**

|         |   |
|---------|---|
| EZR     | Prints a receipts for each passenger on the PNR                                     |
| EZR1    | Prints receipt for passenger 1 only   |
| EZRT    | Prints a receipt, suppressing the price of the TKT, showing payment by Travel Agent |
| EZRC    | Displays itinerary/receipt with tickets   |
| EZRE    | Sends an email confirmation to passenger  |
| EZRE/DE | Issue email receipt in German (If configured in database)                           |

**Voiding Tickets**

EZV\*    Voids all unused tickets and removes ticket numbers from PNR

**8.3 Adding Manual Ticket Number**

4-1FTKNO 12534567890123      Adds ticket number to a PNR  
 EPT    To issue paper ticket

*(Note: This transaction adds ticket numbers that have been allocated to your Sales Office by the system administrator.)*

## Miscellaneous Charges

There are three parts to handling a miscellaneous charge transaction.

1. Add Multi Purpose Segment
2. Store the charge
3. Issue document

**Create:**

**7-1\*CNCL**EUR100 Freeflow text

*(Note: Space between figure and text. Currency code optional)*

**7** Field identifier for MPS  
**-1** Relate MPS to pax 1.  
*(Note: All MPS's must be passenger related.)*  
**\*** Separator  
**CNCL** 4 letter code identifying charge  
**EUR100** Currency code and amount

The three MPS codes available in Vidres are

|      |                |
|------|----------------|
| CNCL | Cancellation   |
| XSBG | Excess baggage |
| XCHG | Exchange       |

*(Note: amount to be charged needs to be specified.)*

**STORE:**

**FSM** Stores MPS. If there is already a fare stored, this will add the MPS charge to the fare total.

**ISSUE:**

**EMT** Issues an electronic MPD

**DELETE**

**7X1** Delete MPS line 1

**VRS Reservations System User Guide****VOID MPD**

The MPD will be issued as lifted (used). Therefore it cannot be voided until the status is changed to unused.

To change MPD status to unused

**EZX/YY(space)(space)2000000014/01**

Where 13 number vouchers are used only one space is necessary. E.g.

**EZX/125(SPACE)1234567890** where airline is 125 and 1234567890 is the ticket voucher number.

*(Note: YY = Airline code (input your specific airline code here))*

EMV\*                                  Void MPD

## **Pre Bookable Options**

Products can be configured by an administrator to add specific charges to PNR's. The charge for the product and the product description will automatically populate the MPS.

**Create:**  
**7-1FCALL**

|             |                                 |
|-------------|---------------------------------|
| <b>7</b>    | Field identifier                |
| <b>-1</b>   | Passenger relate. (Passenger 1) |
| <b>F</b>    | Mandatory MPS field             |
| <b>CALL</b> | Product code                    |

(Example shows an MPS for a call centre fee. Configured product code: CALL)

|            |            |
|------------|------------|
| <b>FSM</b> | Store MPS. |
| <b>EMT</b> | Issue MPD  |



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**R** [refund] **Q** [cheque] **GBP** [currency code] **10.00** [amount]  
RIGBP10.00-Issue Office Code  
**R** [refund] **I** [invoice] **GBP** [currency code] **10.00** [amount] – **8000**  
[invoice number]  
RCGBP10.00/333444555\*\*0303  
**R** [Refund] **C**[credit card] **GBP** [currency code] **10.00** [amount] /  
**333444555** [card number] \*\* **0303**

This transaction only records the refund in VRS, the card must be refunded directly with the credit card authorisation company first.

## **QUEUES**

A queue number is a mandatory three-digit figure - any preceding zeros must be entered. An administrator must configure Sales Office queues. HDQ/001 is the default Q for waitlist.

### **1. Booking File Queue count**

QCA Count all queues

### **2. Placing a PNR on Queue**

QEP/LHR/123 Place PNR on Queue P/LHR/123  
QEM/LHR/123 Place Message on Queue M/LHR/123  
QES/LHR/123 Place Supervisor Queue S/LHR/123

### **3. Working a Queue**

Q/LHR/123 Sign on to work queue P/LHR/123  
QLP/Qcity/Qnumber Displays last rloc removed from Q  
QM/LHR/123 Sign on to work queue M/LHR/123  
QP/*IssueOfficeCode* Release PNR to another office.  
QS/LHR/123 Sign on to work queue S/LHR/123  
QR Remove current PNR from queue  
(Enter E or I to save changes or Ignore PNR and  
move to next item)  
I Ignore changes, keep PNR on queue and move to the  
next item.

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|     |  |
|-----|--|
| E   | Save changes remove PNR from queue and move to the next item on queue. |
| E*R | Ends booking and redisplay PNR while keeping it on queue               |
| QX  | Sine Off queue Activity  |

## Lists

Lists are outputs from the database giving certain information specific to individual flights. Most lists will display information from the database item by item, i.e. one or two lines for each passenger record. However, there is also summarized information, for example, the Bag Manifest.

|                                    |   |
|------------------------------------|---|
| <i>LCflightnumber/date</i>         | Name list for all class all board points  |
| <i>LCflightnumber/date/HK</i>      | All pax on this flight with HK status.  |
| <i>LCflightnumber/dateCITYPAIR</i> | Name list filtered by city pair PZE ISC   |
| <i>LCflightnumber/date-CP</i>      | All pax on this flight in booking class P.  |
| <i>LCflightnumber/date-D</i>       | Complete name list including DOG APFAX  |
| <i>LCflightnumber/date-F</i>       | Complete name list including all APFAX<br>(APFAX listed against name 1 of each PNR) |
| <i>LFflightnumber/date</i>         | Displays a list of APFAX for the flight   |
| <i>CMflightnumber/date</i>         | Name list of all passengers checked in on a flight                                  |
| <i>CTflightnumber/date</i>         | Name list of all ticketed passengers on a flight                                    |
| <i>LTBS0730/10NOV</i>              | List with Tour details  |
| <i>LXBS0730/10NOV-A</i>            | List filtered by passenger's names starting with A                                  |
| <i>CBBS0730/10NOV</i>              | Displays flight manifest.   |
| <i>LPBS0730/10NOV</i>              | Generate PNL (Passenger Name List)  |
| <i>LWflightnumber/date</i>         | Generate Waitlist.  |
| <i>LIflightnumber/date</i>         | List all passengers with inbound connection   |
| <i>LIflightnumber/dateLAX</i>      | List all passengers with inbound connection at LAX                                  |
| <i>LOflightnumber/date</i>         | List all passengers with onward connection  |
| <i>LOflightnumber/dateJFK</i>      | List all passengers with onward connection from JFK                                 |

*(Note. Adding an ~ at the end of a list entry, will send the list to a printer.)*

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## VRS PROMPT LIST

\*N47ABC - Display PNR  
 \*[N47ABC] - Display PNR with locator from another CRS  
 .3HK - change status of segment to HK/confirmed  
 .3/X - set "no stop over" flag for segment 3.  
 .3/S - clear transit flag for segment 3  
 -2Smith/BobMr/AnneMiss.ch09 - 2 pax, Adult + child of 9  
 -12Smith/Bob\* - Groups/Incomplete name items terminate with \*  
 -1Smith/amr.ch[UK.123456789] including passport details (single pax only)  
 -12@ - Cancel name item 12, FAX for these pax are also removed  
-3@2 Cancel 2<sup>nd</sup> name in item 3  
-2@JONES/AMR/BMRS Change name item 2 to text after @. The number of names must be the same as the original entry.  
-2@2/ANDREWMR Change 2<sup>nd</sup> name in name item 2 to text after slash. (Pax type cannot be changed)  
 OBS017Y06SEPPZEISCNN1 - Sell Direct. 0 Flight number, class, date, city pair, booking action code and number of seats.  
 OBS017Y06SEPPZEISCLL1 - Sell Direct wait list segment  
 OBS017Y06SEPPZEISCOB1 - Sell Direct overbook segment  
 OBS017Y06SEPPZEISCQQ1 - Sell Direct open segment  
 2SR/DATE (FORMAT: 06feb) - Displays entire schedule for the next 7 days in HTML format.  
 3FVIP - General FAX  
 3X1 - Delete General FAX number 1  
 4-2FWCHR - Airport FAX for passenger 2  
 4-2S1FRQST2B - Allocate seat 2B for pax 2 on segment 1  
 4X2 - Delete Airport FAX number 2  
 5-2\*2Hello - Remarks for passenger 2  
 5\*\*Hello - Remarks followed by sine info  
 5X2 - Delete RMKS number 2  
 7-1\*CNCL25 - Enter Multipurpose charge segment for cancellation, PAX 1  
 7-1S2FVGML - Preset Product MPS charge pax 1 segment 2 baggage  
 7-1S2FVGMLEUR - Product MPS in a particular currency  
 7-1S2\*XSBGEUR50 Freeflow - MPS charge pax 1 segment 2 baggage with comment  
 7X1 - delete multi-purpose segment

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8C/1700/14APR – PNR will auto cancel at 1700 (local time) on 14APR  
8/LHR123/1230/14APR - Tkt time limit will Q to LHR,123 at 1230 on April 14  
8/LHR123/1230/14APR - Tkt time limit will Q to LHR,123 at 1230 on April 14  
8/LHR/1230/14APR - Time limit will Q to LHR, configured Q No. at 1230 April 14  
8/14APR - Time limit will Q to agent default City, configured No,time April 14  
8X - Cancel time limit - following E end transaction  
9-2T\*123456789EXEC TRAVEL travel agency pax 2  
9H\*123456789 Home  
9B\*123456789Videcom Business  
9P\*123456789 mobile Other phone  
9-14A\*12 cherry St/London/UK Address for pax 14  
9C\*12 cherry St/London/UK Address for CC if not as 9A  
9E\*sales@videcom.com e-mail address for receipt sent by EZRE  
9X2 Delete CTC 2  
\*R - display current PNR in AAA  
\*ABC123 - display stored PNR  
\*[1A/ABC123] - display PNR sent from another CRS/GDS  
\*12 - display PNR from a list  
\*C - display Tax charges for this PNR  
\*F-1 - display fare calculation details for passenger 1  
\*H - display PNR editing history  
\*H/D - display PNR editing history without time information  
\*I*Flightnumber/Date* - display flight inventory history  
\*O/*sales office ID* – displays credit limit history per office ID  
\*S - display payment information for this PNR  
\*T - display ticket information for this PNR  
\*T-1 shows ticket for pax 1 in ET format  
\*T-1/1 shows coupon 1 for pax 1 in ET format  
\*T-0001234567890 shows ticket in ET format  
\*T-0001234567890/1 shows Ticket number, coupon 1 in ET format  
\*TH eticket history once eticket coupon displayed  
\*T-0001234567890/1=F - adjusts ticket coupon status, see list below  
Valid status entries are:  
C -Checked-In  
E - Exchanged/Reissued  
F - Flown/Used also ELFT

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O - Open For Use also ETKT  
 R - Refunded  
 S - Suspended  
 U - Unavailable  
 V - Void

\*T-9992300001478/2=S, Pax Nosh both IATA status and Vid status are updated

.1RR – Change segment status segment 1 to RR

.1X – Add no stopover indicator to segment 1

.1S – Remove no stopover indicator from segment 1

A01SEPLHRKIN - Availability

A01SEPLHR\$\$\$ - Availability to all cities from LHR

A01SEPLHRKIN-FLTIP:3,Y - Availability + lowest fare in currency of TIP in cabin Y for

A01SEPLHRKIN-FLTIP:3,Y-LHR\*CDG - Availability + lowest fare sold in LHR and ticketed

A01SEPLHRKIN-FLTIP:3,Y-LHR\*CDG=S - Availability Option + lowest searching Single or R

A01SEPLHRKIN-FLTIP:3,Y-LHR\*CDG=S[OWPremium] - Availability Option + lowest searching

A01SEPLHRKIN-FFTIP:3,Y/YLOW - Availability in currency of TIP in cabin Y for 3 pax, s

AB - Reverse city pair from previous availability

AB2 - Reverse city pair from previous availability +2 days

BSIA1111ZZ/GS - Sine On

BSO - Sine Off

CB*flightnumber*/01SEP - Checked PAX & Baggage Manifest

CT*flightnumber*/01SEP - Ticketed PAX List

CM*flightnumber*/01SEP - Checked PAX List

D2/3/12/ - Divide passengers 2,3,12 to new PNR

E - Store current PNR/changes and initialise AAA

E\*R - Store current PNR/changes and display/retain PNR in AAA

EMT\*R - Issue E Ticket for all MPD segments, retain PNR in AAA

EZA - Print ATB2 tickets for the PNR in the AAA

EZA2 - Print ATB2 tickets for pax 2 only

EZA2/5/7/ - Print ATB2 tickets for pax 2,5 & 7 only

EZL - Batch Lift all unlifted E Tickets in the PNR

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EZP – Issue OPTAT type ticket stock.  
EZT - Issue E Ticket for all pax all segments  
EZT\*R - Issue E Ticket for all pax all segments, retain PNR in AAA  
EZRE - Send e-mail receipt to e-mail address in CTCE field  
EZRE/EN - Send e-mail with optional language request  
EZRC/SP - Counter Receipt with optional language request  
EZ3 - Check passenger 3 from CT list and mark ticket as used  
EZ3F-2/25 - Check passenger 3 (MFCI) with 2 bags, total checked weight 25  
EZX3 - Offload passenger 3 and any baggage, revalidate ticket  
EZX/YY 20000002401/01 - ReValidate/Offload MPD/Ticket (YY = Carrier code)  
EZV\* - VOID/Cancel all tickets in the PNR  
EMV\* - VOID/Cancel all MPD tickets in the PNR  
EZV532 2300253193/01 To void coupon # 1 only  
FD- Fare quote for airline in house use only.  
FE - Display Endorsements applicable to current PNR  
FE\*1 - Display Endorsements for fare quote line 1 of current PNR  
FE245 - Display Endorsements applicable to Fare 245  
FG - Fare Quote for all HK segs, best buy  
FG/CDG - Quote in currency of city CDG, sale/ticketing - agent default  
FG/CDG-LHR\*TIP - currency of city CDG, sale LHR, ticketing TIP  
FG[LHRT,CDG:2,Y/14APR,05NOV] - including itinerary to quote in the form City + Class,Q  
FG/CDG-LHR\*TIP[LHRT,CDG:2,Y/14APR] - subsequent dates of travel default to start of travel  
FN - Display fare rules applicable to current PNR  
FN\*1 - Display fare rules for fare quote line 1 of current PNR  
FN245 - Display fare rules applicable to Fare 245  
FP - Display Products  
FQ - Fare Quote for all HK segments  
FQL - Fare Quote for all HK + HL segments  
FQMGBP65.00 Y/32.50/32.50 - Manual Quote, include price for each segment  
FR/*FLIGHTNUMBER/DATE* – Flight Information  
FS2 - Fare Store Line 2 of fare quote display  
FS2-P - Store Line 2 following FG with itinerary  
FSL - Fare Store quote by segment  
FSM - Fare Store MPS segments

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FV - Fare Quote including Private Fares  
 FX - Cancel Fare Quote  
 F/TOutoperator  
 F/TitourID  
 GMU/FLIGHT/DATE/DEPARTURE CITY – Release all NOSHOW space  
 I - Ignore current PNR/changes and initialise AAA  
 IMC/FLT/FROMTO/DATE05 – Update availability from LC (List Complete) list  
 IML/FLT/FROMTO/DATE05/DATE05/1234567/CLASS9CLASS10 – Adjust  
 inventory by flight / date range / day of operation / class  
 IMN/FLT/FROMTO/DATE05/DATE05/1234567/Y10:10,C1:1,Q999:999 – Adjust  
 inventory by flt/date range/op day/capacity : agt availability  
 IMR/FLT/FROMTO/DATE05/DATE05/0 or 1 – Restrict sales by flight/route and  
 date range. 1 = Restrict sales, 0 = Do not restrict sales  
 LCflightnumber/date – Complete passenger list  
 LCflightnumber/datePZEISC - List filtered by city pair PZE-ISC  
 LCflightnumber/date-D - List including Dog Fax DOGL & DOGS  
 LCflightnumber/date-F - List with APFAX against lead PAX  
 LCflightnumber/date~ - Direct list to printer rather than screen  
 LDflightnumber/date – Lists cancelled passengers  
 LFflightnumber/date - List FAX for a particular flight  
 LIflightnumber/date - List Inbound Connections  
 LPflightnumber/date - Generate PNL  
 LPflightnumber/01mar\* - \* PNL displayed on agents screen, not transmitted,  
 nor the flag set on the schedule screen.  
 LOflightnumber/date - List Outbound Connections  
 LSflightnumber/date - Display seat plan  
 LTflightnumber/date - List with Tour details  
 LWflightnumber/date – List all waitlisted pax  
 LXflightnumber/date-J - List filtered by pax names starting with J  
 MC100.00-123456/4929784514214\*\*0995 - FOP credit card, - authorisation,  
 /card No. \*\*ex  
 MK100.00/4929784514214\*\*0995 - CC auto verification & payment,  
 MK100.00/4929784514214\*\*0995:A Smith#1&123 - :Name #1 Switch Issue  
 No.  
 MK100.00/4929784514214\*\*0995&123 - &Card Security No. from rear of  
 card RHS  
 M3M100.00 - FOP Cash GBP100 for pax 3



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MI-SunTours01 - FOP Invoice followed by account reference  
MM - FOP Cash Total Amount  
M1M - FOP Cash Total Amount for pax 1  
MP - FOP PPP for paper tickets Total Amount  
MQ - FOP Cheque  
MX3 - Cancel FOP line 3 from PNR, FOP line & cancellation retained in sales report  
N12Q2 - Sell from availability 12 seats, class Q from line 2  
N4Y2L - Waitlist 2 economy seats from line 2  
NBS-flightnumber/route/ddmmmBLKSCseatnumber – To block 1 seat  
NBS-flightnumber/route/ddmmmBLKSCseatnumber–seatnumber – To block a range of seats  
NBX-flightnumber/route/ddmmmBLKSCseatnumber - To unblock a seat  
NBX-flightnumber/route/ddmmmBLKSCseatnumber–seatnumber – To unblock a range of seats  
NBX-flightnumber/route/ddmmmBLKSC – Unblocks all seats on the flight  
QCA - Queue status report  
QD/LHR/123 – Deletes all PNR's on that queue  
QEP/LHR/123 - Place PNR on Queue P/LHR/123  
QEP/LHR/123-flightnumber/date/HK/H – HK = Status (RR, HL, KL etc or ALL for all) (H= Booking Class. Class parameter is optional.)  
QL – Displays the last PNR from queue  
Q/LHR/123 - Sine on to work Queue P/LHR/123 - E to move to next item  
QP/IssueOfficeCode – Release PNR to another office.  
QR/LHR/123 - Remove item from Queue P/LHR/123  
QX - Sine Off Queue Activity  
OBS017Y06SEPPZEISCNN1 - Sell Direct  
RC-34891290832\*\*0202 - Refund Credit card, include card number and expiry  
RI - Refund Invoice  
RO/FLIGHT/DATE – Inventory Report command. Displays all passengers class & reservation status. Ticketed and unticketed:  
ROC/FLIGHT/DATE – Displays just the total line from RO display  
ROM/FLIGHT/DATE – Multileg inventory report command/ RO display  
R2S3/4/M25 - Refund pax 2 segments 3 / 4 25 Cash  
RQ - Refund Cheque  
S\*Smith/12AUG - Search for passengers on flights after 12 AUG

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S\*Smith//TMr/12AUG - Search for passenger Smith/TMr on flights after 12 AUG

S\*Smith - Search for passengers on flights beginning with Smith

SR/ddmmm/ddmmm – Agency Sales and Commission Report

SR/01JAN2005/02JAN2005 - Specific Year

/KHI007 for Specific Sales Office

-D to display Date of Issue (not Date Added)

SRS/01JAN2005/02JAN2005 System-Wide Sales Report Specific Year

SLdelay - Search All PNR lines for the word 'delay' default starts 45 days before today

SLdelay/12Aug2006 - Search All PNR lines for the word 'delay' after 12 Aug 2006

SPSmith - Search all passengers beginning with Smith

ZIO/PNR/IssueOfficecode - Convert a PNR and everything with it from one issue office to another

Zloadparams Update Extended Configuration in Extended Functions

ZM/Hello Everybody - broadcast an unsolicited message to all users

ZMSC/MyHTMLfile.HTM/DXBKHLHE - send an HTML message to all sined agents in the specific cities

ZMSC/html.htm/(DPS3001) - send HTMLText to all sined agents in a specific office

ZMSD/Hello World/DXBKHLHE - send a USM Text to all sined agents in the specific cities

ZMSD/Hello World/(DPS3001) – send HTML/ USM Text to all sined agents in a specific office e.g DPS3001

To load the html file go to Configuration/File/Upload. The Upload panel provides a file browser to select a pre-prepared HTML file that may be transmitted to the server where it will be stored ready for one of the ZMSH/ZMSC commands.

Send an HTML message to agents when they sine on, the message will only appear once

ZMSE/MyHTMLfile.HTM -all agents

ZMSE/MyHTMLfile.HTM/DXBKHLHE -agents in specific cities

ZMSE/MyHTMLfile.HTM/(DPS3001) -agents in a specific office

ZMSG/Hello World - send a USM message to all clients

## **VIDECOM**

### **VRS Reservations System User Guide**

ZMSH/MyHTMLfile.HTM - send an HTML message to all clients  
ZPLmyprinter - Assign List printer workstation to this session  
ZPTmyprinter - Assign Ticket printer workstation to this session  
ZRates - Update Exchange rates and CC details  
ZRates/Fares - Update Exchange rates, CC details and fare taxes  
ZUA – Sales Office info. Inc. credit limit/balance/available credit  
ZUA/*Officecode* – Displays sales office info. for another office. (Inc. credit limit/balance/available credit) (SalesOfficeSecuritylevel must be set in Operating Params)  
ZUSER - display session information

#### Ticket Status Codes

ETKT - Valid E Ticket  
PTKT - Valid Paper ticket (electronic record)  
ELFT - Invalid Lifted/used E Ticket  
PLFT - Invalid Lifted/used Paper Ticket - collect coupon !  
ESSS - Invalid Suspended, ETKT change requires additional payment  
PSSS - Invalid Suspended, PTKT change requires additional payment  
ELRX - Invalid Refunded & Cancelled, ETKT  
PLRX - Invalid Refunded & Cancelled, PTKT  
ETKU - Valid Upgraded, ETKT  
PTKU - Valid Upgraded, PTKT  
ETKD - Valid Downgraded, ETKT  
PTKD - Valid Downgraded, PTKT  
Form of Payment Status Codes  
MMM - Cash FOP  
CCC - Credit Card FOP  
MMR - Cash Refund  
CCX - Credit Card FOP cancellation

#### **Day Offset Indicators**

0130\ -3 days  
0130< -2 days  
0130- -1 day  
0130 same day  
0130+ +1 day

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0130> +2 days

0130/ +3 days

Symbols in availability indicate qty of days beyond the actual flight start date. The dates shown are local

Symbols in the PNR itinerary indicate the difference between the flight date shown and the dates of departure and arrival.

**Supported APFAX & GFAX**

AVIH - SSR Animal in Hold

BBML - SSR Baby Meal

BLND - SSR Blind Passenger

BSCT – SSR Bassinet / Carry cot

CHD - OSI Child

CHML – SSR Child Meal

COUR – OSI Commercial Courier

DEAF – SSR Deaf passenger

DOGL - SSR Large Dog

DOGS - SSR Small Dog

EXST – SSR Exit seat

FQTV – SSR Frequent Traveller

FPML – SSR Fruit Platter

FRAG – SSR Fragile Baggage

HNML – SSR Hindu Meal

INF - OSI Infant

KSML – SSR Kosher meal

MAAS – SSR Meet and Assist

MEDA – SSR Medical case

MOML – SSR Moslem meal

OTHS – OSI Other service

PETC - SSR Pet in Cabin

PSPT - SSR Passport

RQST – SSR Request (seat number)

SEMN – OSI Seaman / ships crew

SPML – SSR Special meal

STCR – SSR Stretcher case

TCP - SSR To complete party

TWOV – SSR Transit without visa

## ***VIDECOM***

### **VRS Reservations System User Guide**

UMNR – SSR Unaccompanied minor  
VIP – OSI Very Important Person  
VGML – SSR Vegan vegetarian meal  
VLML – SSR Vegetarian meal allows milk and eggs  
WCHC – SSR Wheelchair (carry on)  
WCHR – SSR Wheelchair (can climb stairs)  
WCHS – SSR Wheelchair (Cannot climb stairs)  
XBAG – Excess baggage  
XDHC - SSR Deadhead Crew

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FAX in PNR

GFXO - general fax OSI

GFXS - general fax SSR

AFXO - Airport fax OSI

AFXS - Airport fax SSR

AFXS-12 - Airport fax SSR relating to pax 12

AF01-12 - Airport fax SSR relating to pax 12, segment 1

Miscellaneous Charge Codes

CNCL - Cancellation Charge

CXEX - Change / exchange fee

XSBG - Excess baggage charge