



Broker Functionality Description

17.09.2014

This document is a brief description of Broker functionality for the agents with enabled Broker option. The purpose of this option is designed to allow the agents maintain and control performance of the sub-agency users (either home users or external consultants) who don't have their own GDS access and can use t-agent functionality to book, ticket and follow up e-ticket information.

Original Broker Specification.

Here is an original broker specification description based on the requirements by clients.

One of the requirements, discussed in the past includes a functionality related to managing mid-layer of the brokers or agency group that can work under their own brand, but using NWT tools and functionality.

The interface includes the following functions:

1. The new internal structure - Broker - will be introduced into the system. Broker will be linked to the specific Agent or Sub-agent.

2. Develop maintenance procedure for the Broker for both internal staff and login from t-agent web site. Create a new function to set up brokers from the agency login. The maintenance will include:

- **Broker Name;**
- **Broker Address Details;**
- **Phone numbers and Email address;**
- **Agency code, corresponding to the GDS signin code, different for SABRE, AMADEUS, GALILEO;**
- **User name and Password for accessing the web site;**

3. Create a new function in t-agent to generate daily sales report based on the following criteria:

Date From/Date To, Airline, Broker. The report will show cost and can also show commission amount for published fares;



4. Only agency login will allow to setup brokers and run daily sales report;

The broker login will also allow to run daily sales report for its login without Broker option;

5. The system will be sending PDF emails to the Broker and PDF Email and invoice to the agent;

Modifications to the system functionality:

1. The system to be modified to allow to login for the Brokers with the login set up in the Broker's table (this is different to the agency login, but will be treated the same way);

2. The agent will be able to see all PNRs for their PCC;

3. The broker will be able to view/maintain PNRs only related to his sign in;

4. The email process will be modified to add the function emailing PDF emails to the broker.

5. The TINACCOUNTS functionality in receipting/reconciling and sending statements will stay the same as current;

The areas of the program affected by this change:

1. Database structure will be changed to maintain a new BROKER table and link between Broker and agency;

2. t-office will be modified to provide BROKER maintenance;

3. t-agent will be modified to add two new options and logic for the process flow to manage BROKERS in the ticket management area;

4. ticketing service will be modified to manage issuing tickets for the agency PCC on behalf of the Broker.

5. PDFemailer will be modified to manage both agency and broker emails sending procedures.



Set up agent to manage brokers.

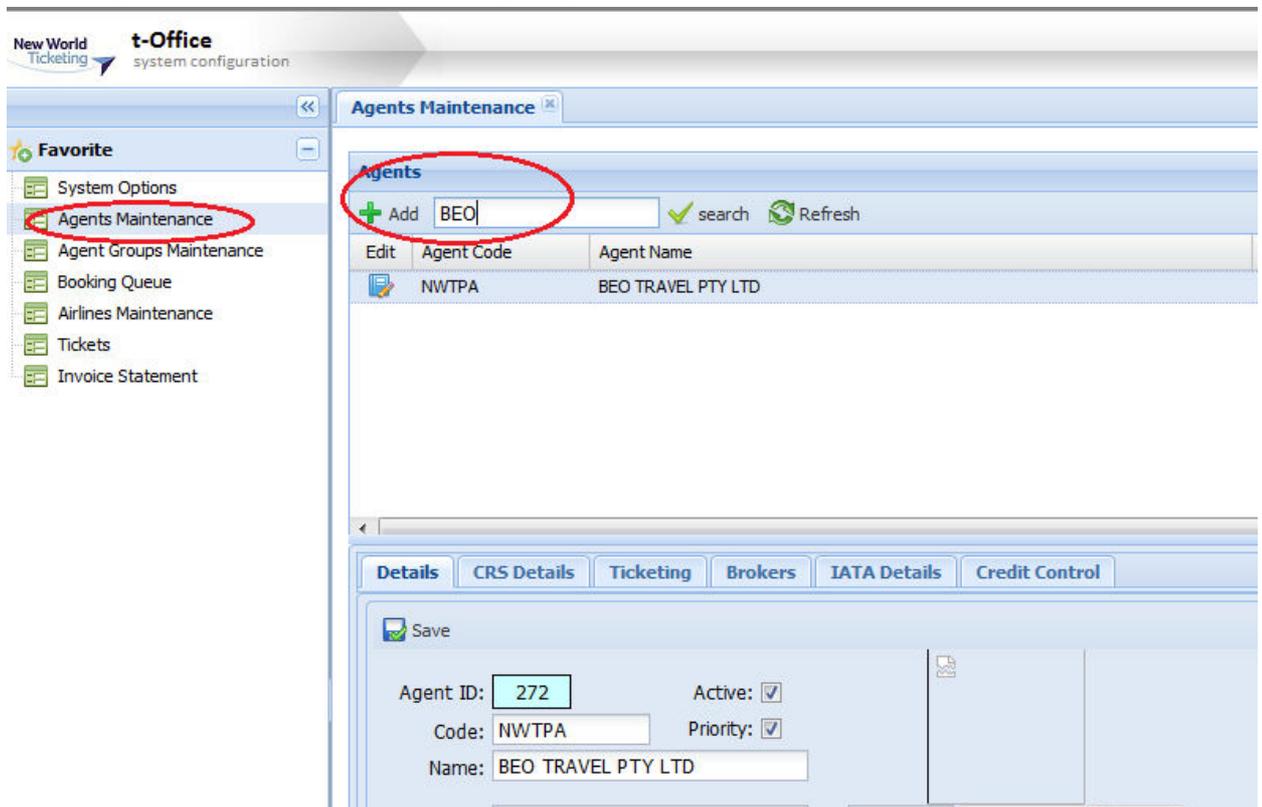
In order to set up agency to be a broker management agency please login into t-office. Under Agent maintenance you will find “Brokers” tab. By adding a broker to the agency will enable a broker interface for the agency.

Please follow the next steps:

1. Login into t-office.



2. Select “Agents Maintenance” and find target agency.





3. Select "Brokers" tab

Agents			
Edit	Agent Code	Agent Name	City
	NWTPA	BEO TRAVEL PTY LTD	LIVERPOOL

Agents						
+ Add						
Edit	Name	Address Line 1	Address Line 2	Suburb	Post Code	State
[Brokers tab highlighted]						

4. Add Broker Information.

Edit	Name	Address Line 1	Address Line 2	Suburb	Post Code	State	Phone	Email	PCC	CRS Code	User Name	Password
	BEO Broker	Suite 216		Sydney	2000	NSW	02 9221 7911	@travelinfo.net.au	SYDA82359	290158	BEO	Broker

The important information is to add CRS Code, which will identify the PNR belonging to a broker. You will also see "User Name" and "Password" fields that would allow the broker to login into the t-agent interface.

After logging in as a broker you will be able to manage your own PNRs:

You are here: New World Ticketing > Auto Ticket

You currently login as: **BEO Broker** BEO TRAVEL PTY LTD

PCC	Relocator/Ticket No	Transaction dates from	To	Search
Amadeus SYDA82359		10/09/2014 Wed	17/09/2014 Wed	

	3IKBKC	Booking Id	Creation Date	Pax Name	Departure Date	Status	New
		67644	16/09/2014 5:00:00 PM	BUBALO / OLGA MRS	24/11/2014	Complete	View PNR

	3FV8UR	Booking Id	Creation Date	Pax Name	Departure Date	Status	New
		67638	16/09/2014 3:49:00 PM	DJUNDJA / STEPHEN MR	02/05/2014	Complete	View PNR



Broker Agency Head office login.

The Broker agency will receive extra functionality for managing brokers and previewing broker performance reports. When the broker agency is setup (please see step 1 above), the agent can login with its normal credentials. This will allow the agent to see a new tab in the main system menu:

The screenshot shows the New World Ticketing interface. The top navigation bar includes: Home, Fare Search, Auto Ticket, Airline Commissions, Useful Information, and **Broker** (circled in red). Below the navigation bar, the breadcrumb trail reads "You are here: New World Ticketing > Useful Information" and the user is logged in as "BEO TRAVEL PTY LTD". A search bar for brokers is visible with filters for "Brokers: All", "From: 09/09/2014 Tue", and "To: 16/09/2014 Tue", along with "Add" and "Report" buttons. Below the search bar is a table listing broker details.

Brokers	Address	Suburb	Postcode	State	Phone	Email	PCC	CRS Code	User Name	Password
BEO Broker	Suite 216	Sydney	2000	NSW	02 9221 7911	alexs@travelinfo.net.au	SYDA82359	2901SB	BEO	Broker

From now on the agency can control Broker details:



TICKETING SOLUTIONS

Name

Address

Suburb

Postcode

State

Phone

Email

PCC

CRS Code

Username

Password



The following functions available for the agency:

- Adding Broker
- Updating Broker
- Deleting Broker

To edit broker information please click on the broker record. The following buttons will appear:

Brokers: From To

	Address	Suburb	Postcode	State	Phone	Email	PCC	CRS Code	User Name	Password
BEO Broker	Suite 216	Sydney	2000	NSW	02 9221 7911	alex@travelinfo.net.au	SYDA82359	2901SB	BEO	Broker



Broker Performance Report

Another option available for the agency is to run "Broker Performance Report". The information is available on the right side of the option tab, where the agency can select date range for the report and clicking "Report" button will display it on the screen.

Brokers: From To **Report**

Add

BEO Broker	Address	Suburb	Postcode	State	Phone	Email	PCC	CRS Code	User Name	Password
	Suite 216	Sydney	2000	NSW	02 9221 7911	alex@travelinfo.net.au	SYDA82359	2901SB	BEO	Broker

Print Version

New World Ticketing		Tickets Summary									
Printed: 16/09/2014 3:54:29 PM											
DateFrom: 2014-09-01 DateTo: 2014-09-16 Agent: BEO TRAVEL PTY LTD											
ID	Reloc	Ticket #	Pax	Type	Agent	Airline	Cash	Credit	Fare	Tax	Count
115215	6Q8A66	5466262012	SMLJA / DJURASINOVIC	ADT	BEO TRAVEL PTY LTD	JU	\$89.00	\$0.00	\$0.00	\$89.00	1
115216	6Q8A66	5466262013	MILKA / ERCEG	ADT	BEO TRAVEL PTY LTD	JU	\$89.00	\$0.00	\$0.00	\$89.00	1
114857	2PJSKB	5466114949	ALEKSANDAR / OGNJENOVIC	ADT	BEO TRAVEL PTY LTD	JU	\$1,405.02	\$0.00	\$1,158.00	\$247.02	1
114859	2PJSSU	5466114951	IGOR / ZUTIC	ADT	BEO TRAVEL PTY LTD	JU	\$2,231.44	\$0.00	\$2,090.00	\$141.44	1
114916	2PY7RB	5466114964	NADA / UBIPARIPOVIC	ADT	BEO TRAVEL PTY LTD	JU	\$2,231.44	\$0.00	\$2,090.00	\$141.44	1
115029	2T9JH	5466206605/606	FERID / HASANOVIC	ADT	BEO TRAVEL PTY LTD	JU	\$2,076.94	\$0.00	\$1,900.00	\$176.94	1