

Broker Functionality Description

17.09.2014

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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 midlayer 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;

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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 signin;

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. PDF emailer 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.

World t-Office System I system configuration	ogin	
Ann	Please enter Login Name: Password:	r user name and password admin
Λ	Passworu.	Log in

2. Select "Agents Maintenance" and find target agency.

	Agents Maintenance
🏷 Favorite	
📰 System Options	rgents
Agents Maintenance	🕂 Add 🛛 🖌 🖌 BEO
📰 Agent Groups Maintenance	Edit Agent Code Agent Name
📰 Booking Queue	NWTPA BEO TRAVEL PTY LTD
📰 Airlines Maintenance	
Tickets	
Invoice Statement	< [
Invoice Statement	CRS Details Ticketing Brokers IATA Details Credit Control
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3. Select "Brokers" tab

Agent	s		
🕂 Ade	d BEO	🖌 search 🕺 Refresh	
Edit	Agent Code	Agent Name	City
	NWTPA	BEO TRAVEL PTY LTD	LIVERPOOL

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Deta	ils CRS Details Tic	keting Brokers A	TA Details Credit Cor	itrol		
🕂 Ad	d					
Edit	Name	Address Line 1	Address Line 2	Suburb	Post Code	St

4. Add Broker Information.

· · · · ·													
Deta	ils CRS Details Tic	keting Brokers IA	TA Details Credit Cor	ntrol									
(+ Ac	ld										\sim		
Edit	Name	Address Line 1	Address Line 2	Suburb	Post Code	State	Phone	Email	PCC	1	CRS Code	User Name	Password
	BEO Broker	Suite 216		Sydney	2000	NSW	02 9221 7911	@travelinfo.net.au	SYDA82359	~	2901SB	EO	Broker
						Update (Cancel		SYDA82359		\sim		

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 Worl	d Ticketing > Auto	Ticket		Υοι	u currently login as: BEO	Broker BEO	TRAVEL PTY LTD
PCC Amadeus SYDA82359	Reloca	tor/Ticket No	Transacti 10/09/2	on dates from 014 Wed	To 17/09/2014 Wed	Se	earch
AirSERBIA	3IKBKC	Booking ld 67644	Creation Date 16/09/2014 5:00:00 PM	Pax Name BUBALO / OLGA MRS	Departure Date 24/11/2014	Status Complete	New View PNR V
	3FV8UR	Booking Id 67638	Creation Date 16/09/2014 3:49:00 PM	Pax Name DJUNDJA / STEPHEN MR	Departure Date 02/05/2014	Status Complete	New View PNR V

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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:

New World Ticketing	Ho	ime	Fare Sea	rch	Auto Ticket	Airline Commissio	ons Usefu	ul Information	Bro	oker
You are here: New World Tig	cketing > Use	eful Informa	ation				You	currently logir	n as: BEO TR	AVEL PTY LTD
Brokers: All						From 09/09/2014	Tue To	16/09/201	4 Tue	Report
Add										
BEO Broker	Address Suite 216	Suburb Sydney	Postcode 2000	State NSW	Phone 02 9221 7911	Email alexs@travelinfo.net.au	PCC SYDA82359	CRS Code 2901 SB	User Name BEO	Password Broker

From now on the agency can control Broker details:



TICKETING SOLUTIONS

Name	
Address	
Suburb	
Postcode	
State	
Phone	
Email	
PCC	Amadeus SYDA82359 👻
CRS Code	
Username	
Password	
Save	Cancel



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: BEO Broker	Show All				From 09/09/2014	Гue то	16/09/201	4 Tue	Report
Add Edit	Delete								
BEO Broker	Address Subur Suite 216 Sydne	b Postcode y 2000	State NSW	Phone 02 9221 7911	Email alexs@travelinfo.net.au	PCC SYDA82359	CRS Code 2901SB	User Name BEO	Password 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.

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d																
0	Brok	er	Address Suite 216	Suburb Sydney	Postcode 2000	State NSW	Pho 02 9	ne 221 7911	Email alexs@trav	elinfo.net.au	PCC SYDA	82359	CRS Code 2901SB	User BEO	Name	Passwor Broker
int V	ersion															
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						Ag	DateF Date gent: Bl	rom: 2014-09 To: 2014-09- EO TRAVEL P	1-01 16 TY LTD							
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	ID 115215	Reloc 6Q8A66	Ticket# 5466262012	Pax SMILJA /	1 DJURASINOVIC	Ag	DateF Date gent: Bl Type ADT	rom: 2014-09 To: 2014-09- EO TRAVEL P Agent BEO TRAVEL	I-O1 16 TY LTD . PTY LTD	Airline	Cash \$89.00	Credit \$0.00	Fare \$0.00	Tax \$89.00	Count 1	
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	ID 115215 115216 114857	Reloc 6Q8A66 6Q8A66 2PJSKB	Ticket # 5466262012 5466262013 5466114949	Pax SMILJA / MILKA / I ALEKSA	/ DJURASINOVIC ERCEG NDAR / OGNJEN		DateF Date gent: Bl Type ADT ADT ADT	rom: 2014-09 FO: 2014-09- EO TRAVEL P Agent BEO TRAVEL BEO TRAVEL BEO TRAVEL	01 16 ТҮ LTD . РТҮ LTD . РТҮ LTD . РТҮ LTD	Airline Jü JU JU	Cash \$89.00 \$89.00 \$1,405.02	Credit \$0.00 \$0.00 \$0.00	Fare \$0.00 \$0.00 \$1,158.00	Tax \$89.00 \$89.00 \$247.02	Count 1 1	
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