
Interface CRS

CRS Interface



CRS Interface

PcVoyages 2000 Inc.



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Installation

The installation program of the CRS interface is part of the complete Travelworks installation CD-ROM. Please follow the instructions from the install CD. When prompted say Yes to Install Interface icons.

- 1- Select a computer to be the receiver set
- 2- Insert the CD-ROM into the Drive
- 3- Double click on **InterfaceCrs.exe** from My Computer folder by selecting the CD-ROM icon or Hit the Start button then Run and Type in the Open Box field the command **D:InterfaceCrs.exe** where is D: is your CD-ROM Drive.
- 4- Choose the language
- 5- Wait for end of install message

CRS Interface

Introduction

In this module, you will find all the required functions to retrieve Pnr's issued from you're CRS company. You will be able to modify and delete the Pnr's before they get transferred to accounting.

You may work in a interactive mode or use the interface once per day in a back-office environment where invoices are issued by the CRS. Working in an interactive mode allows you to invoice in Travel Works and retrieve data's from Pnr's as soon as they come across the CRS and add other products or apply payments to it.

This module is an option that is not part of the standard TRAVELWORKS system.

Setting up the Sabre Interface



In a Sabre environment you need to be configure as an Option 6 IUR accounting Interface. The TRAVELWORKS interface works in conjunction with the Sabre Printing Module. It is like adding a printer to the computer. You must get from Sabre a TA address for the interface.

Setting the Printing Module Up Cable Connection

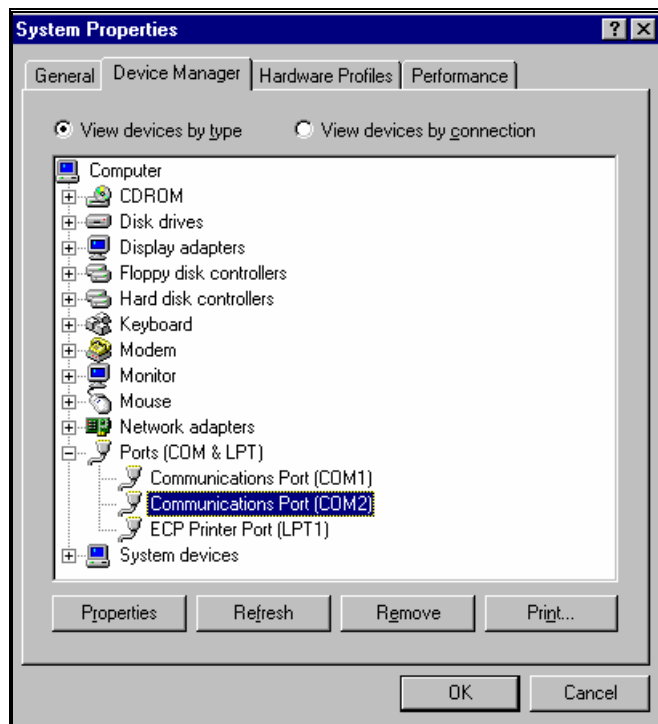
If this module is not running on the interface set, you need to install from the Sabre CD-ROM software.

Hit the start programs and Sabre printing Module to load the module up. Click on properties to add or modify the configuration.

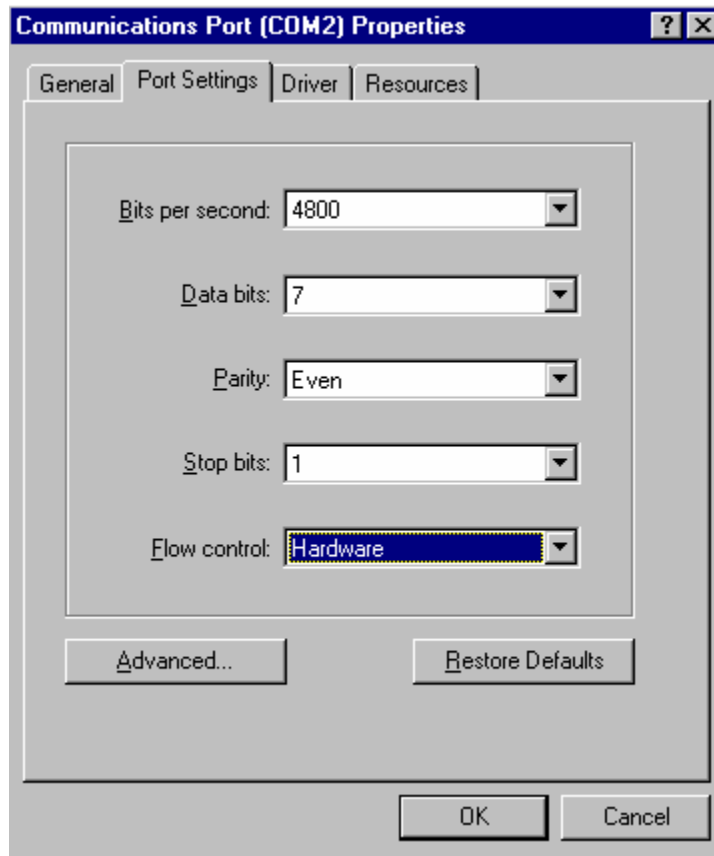
To add a printer Click on the Add Button. Enter a name for the printer. You may call it Interfac_XXXX where XXXX = The TA address. Accept the default value proposed by the program.

Com Port Setting Windows 95 98

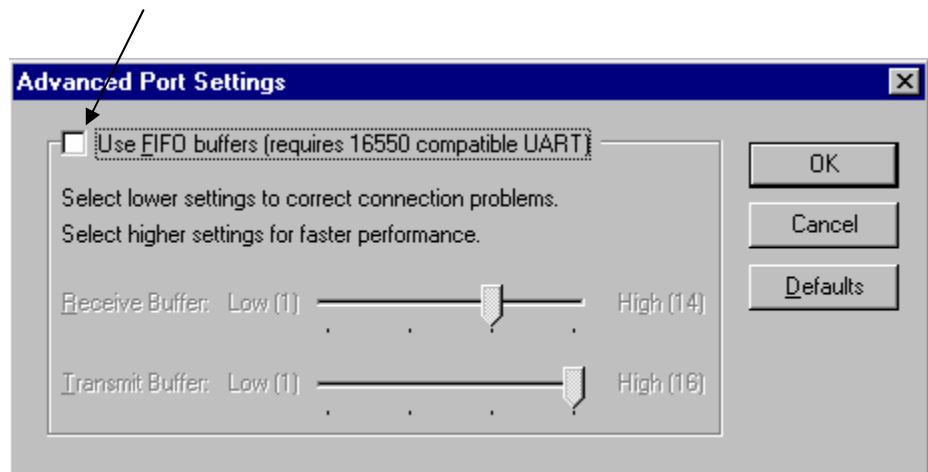
Now you need to setup the serial ports on both Computer the receiver (Back-Office) and the sender (CRS). From the control panel, double click on the System Icon. Go to Device Manager and select the Ports (COM&LPT) and select the COM port to be configured.



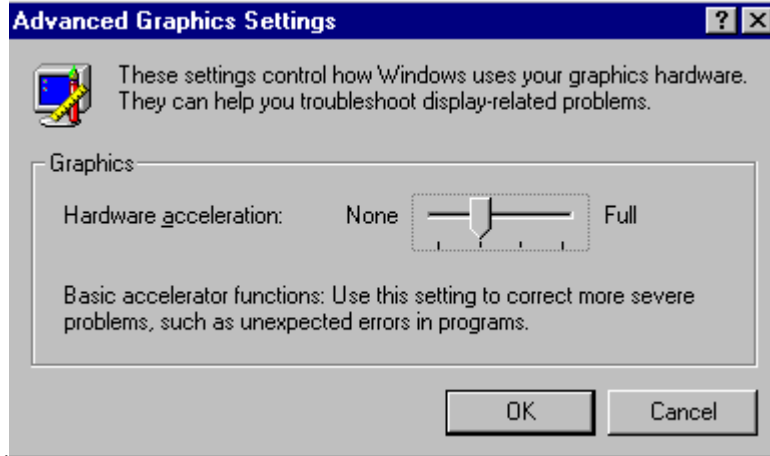
Set the port parameter according to this diagram below.



Click on the Advanced Button to disable the FIFO buffers option by leaving the check box blank.



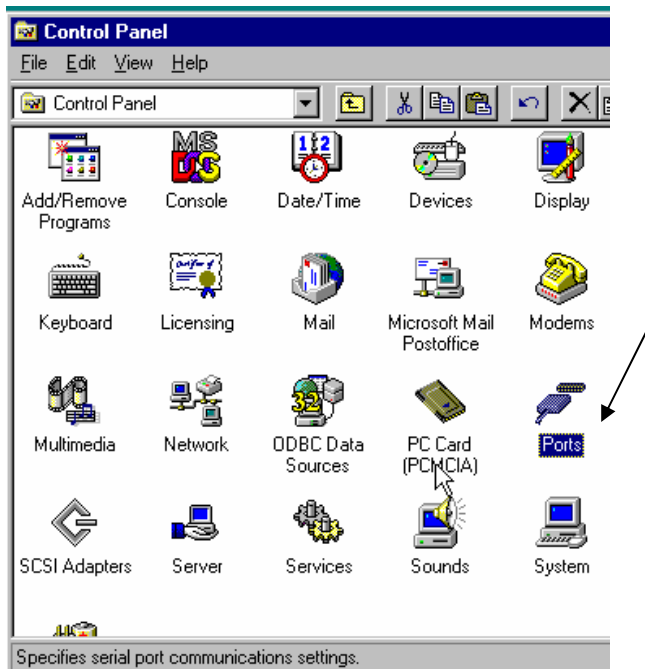
Click on Ok to accept the new setting. Next you will reduce the Advanced graphics setting, by clicking the Performance Folder and choosing Graphics option. You move the gage toward the left side of the screen and click on Ok to accept the new settings.

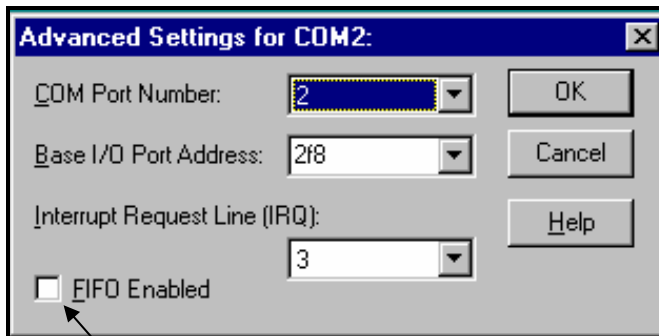
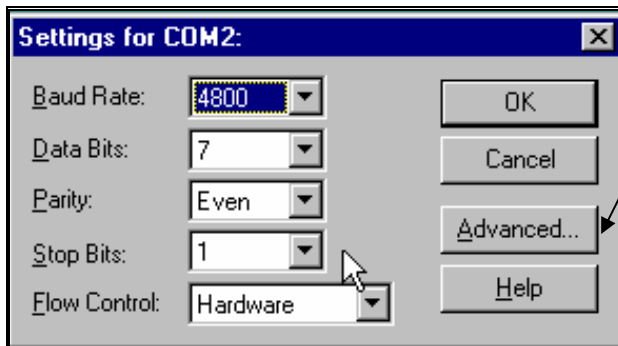
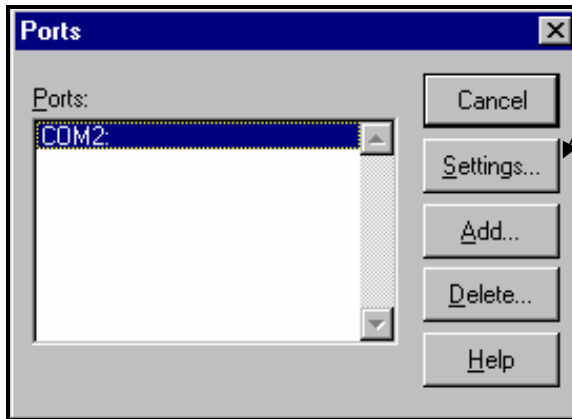


The system will ask you to reboot.

Com port settings NT 4.0

To setup the serial ports on NT computer both Computer ports the receiver (Back-Office) and the sender (CRS). From the control panel, double click on the Ports Icon.

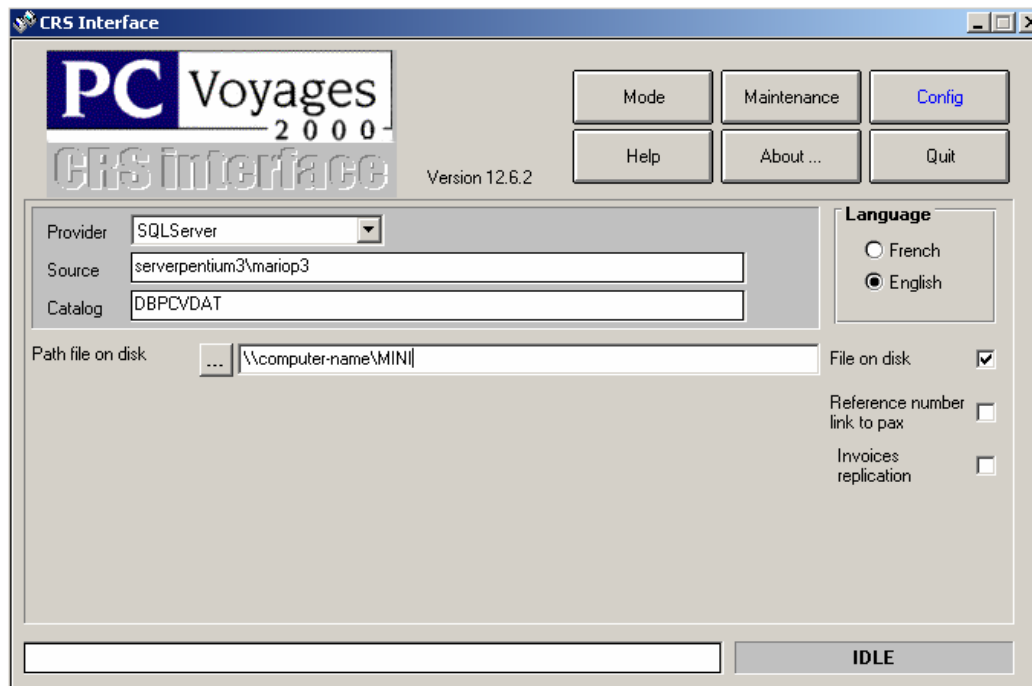




Pin out for connectors Sabre CAT5 Cable

DBP9F connector 1		DB9F connector 2	
Color	Pin		Pin
Green	2	-	3
Black	3	-	2
Yellow	4	-0	6-8
Red	5	-	5
Blue	6-8	0-	4
Orange	7	-	1
Brown	1	-	7

File on disk configuration Sabre



In Travelworks interface config tab select file on disk. Enter the Sabre computer name where the Sabre printing module is installed and configured to be the interface device and enter the folder name where the messages will be downloaded from Sabre. Ex. [\\station1\mini](#)

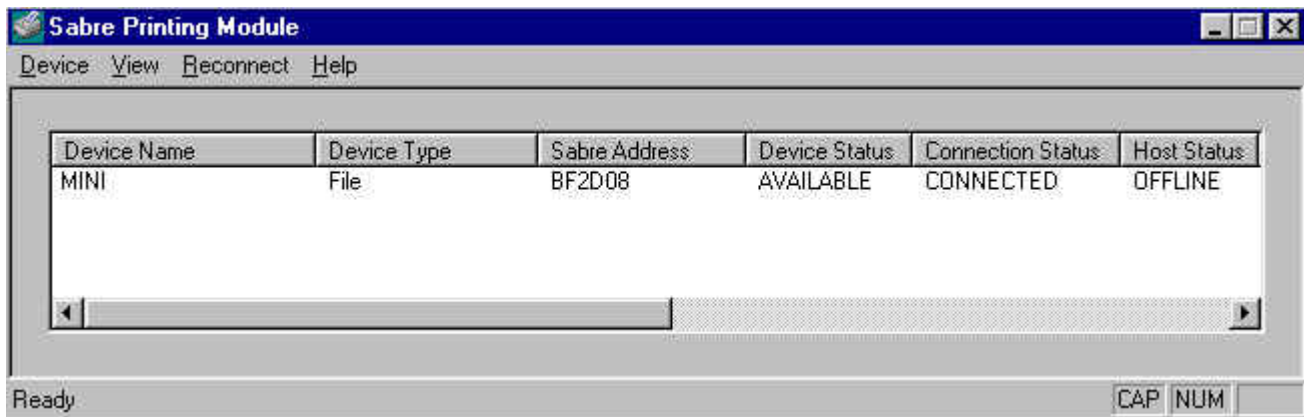
Sabre Printing Module configuration (File on disk)

Step 1

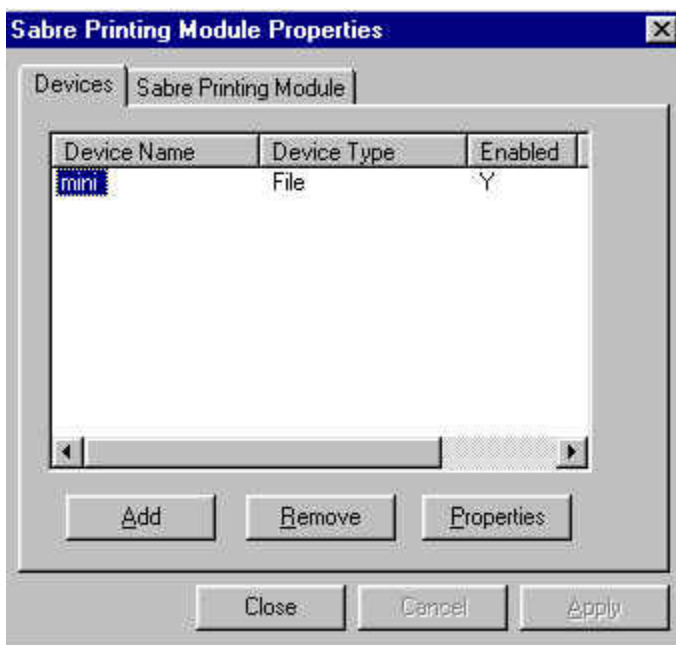
Double Click on Sabre Printing Module from the Windows task bar.



Step 2 Select or Add the interface device. To edit the device double click on it. To Add select device and select Properties.



Step 3 click on Properties.



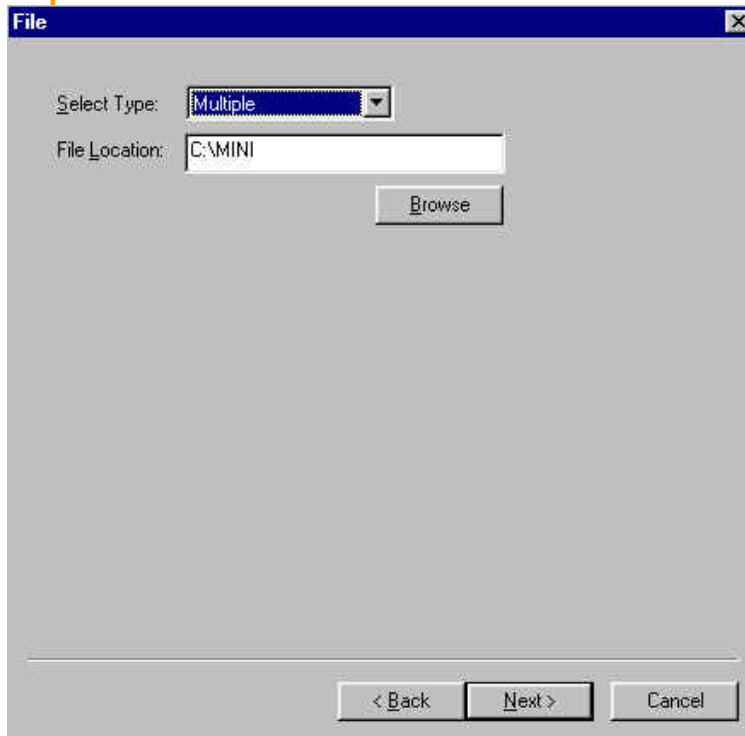
Step 4 select File from the list box. and click on the Next button

The image shows a 'Device' configuration window with the following settings:

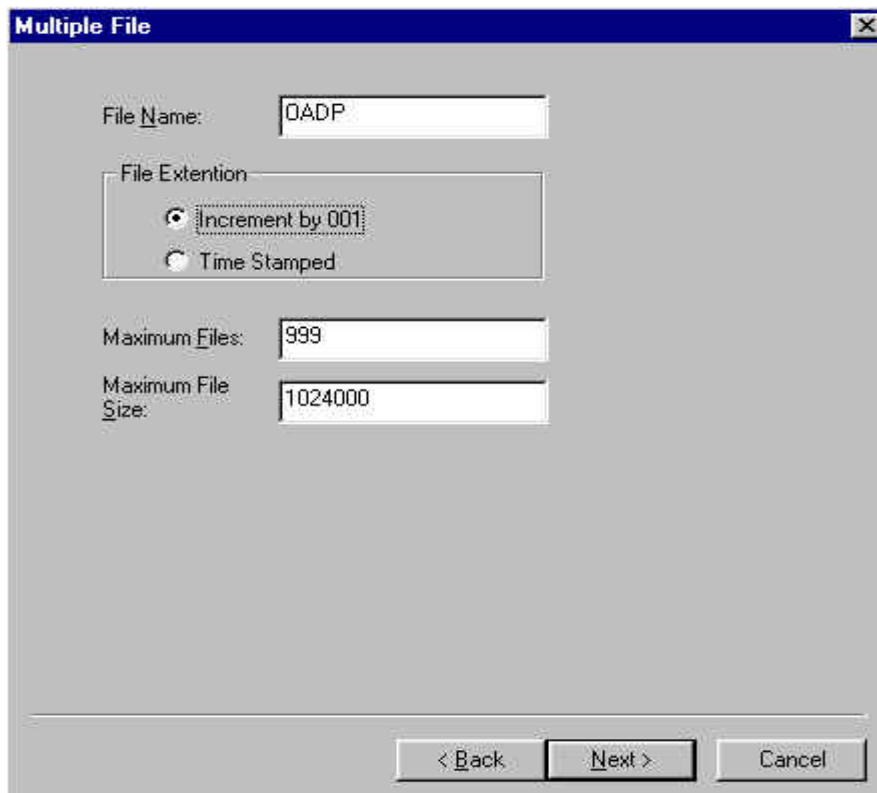
- Name: mini
- Type: File
- Insert line feed after carriage return
- Disable form feed
- Enabled
- PrinterATB2/Air with answerback

Navigation buttons: < Back, Next >, Cancel

Step 5 Enter the file location and click on the Next button.



Step 6 Select Increment by 001 and click on the Next button.



Step 7 edit the OSG service provider configuration. Enter the Sabre server ip address and click on OK. And Click on Next (depends on the connection with Sabre) you may check other Sabre Printing module printer settings it should match with these settings.

The screenshot shows a dialog box titled "OSG Service Provider Configuration". It has three main sections:

- Route Name:** A text box containing "Device 01".
- OSG Sabre Addressing:** Two text boxes. The first is labeled "LNIATA" and contains "BF2D08". The second is labeled "Server IP Address" and contains "12.0.4.10".
- Csapi Log:** A section with a "Tracing Active" checkbox (unchecked) and a "Trace File Name" text box containing "c:\csapi.log". Below this are three buttons: "View...", "Print...", and "Browse...".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Advanced".

Step 8 Click on Finish close and restart the printing module.

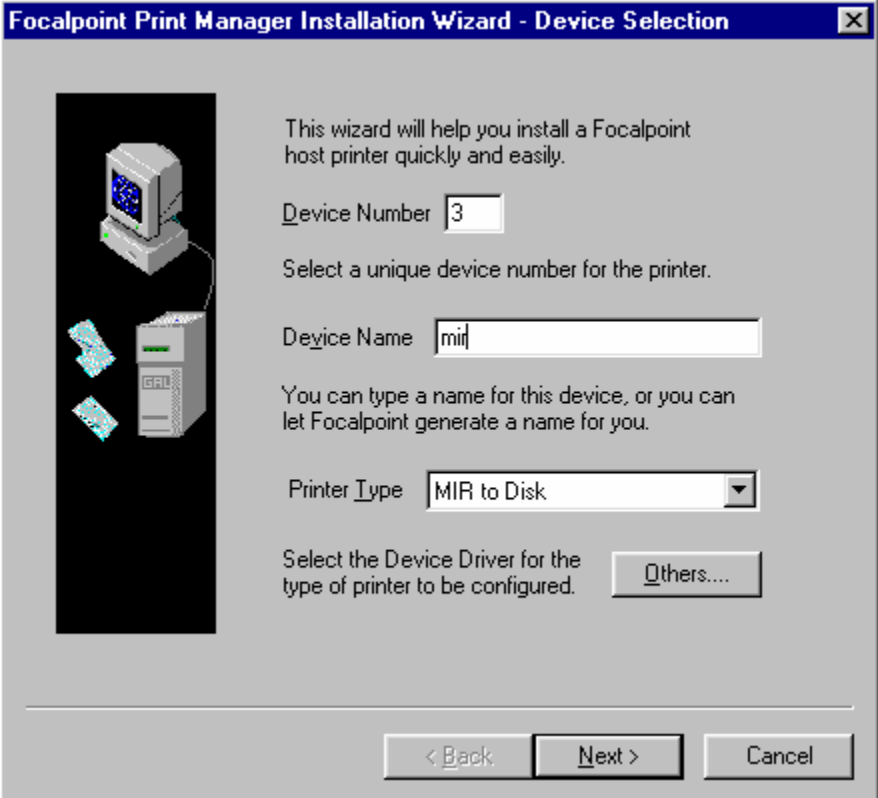
The screenshot shows a dialog box titled "Complete". The main area contains the text: "Changes will take effect only after this application is restarted." At the bottom, there are three buttons: "< Back", "Finish", and "Cancel".

Galileo setup

For Galileo interface setting refer to Sabre COM port setting. They are identical. The difference is, with Galileo there is no sender computer. You must connect from the mutiports device attached to the Galileo gateway into the third port or into the Galileo Procon into the B port.

Focal point on the Net setting

The setting is different than the regular Focal point and Procon settings. You will configure it by using the Focalpoint Print Manager installation wizard. You may select the MIR to Disk option avoiding the use of connectors and cable. You will specify the folder where to save the Mir. You must use and share C:\MIR folder. If you want to use a cable connection you must use the Mir to serial port specifications 4800,E,7,1 Hardware as flow control.



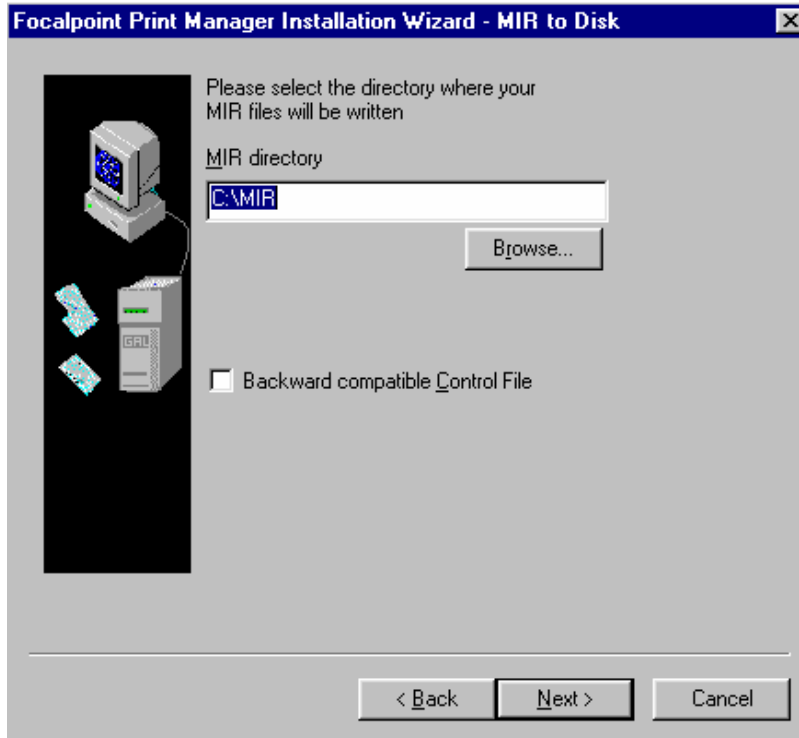
The screenshot shows a Windows-style dialog box titled "Focalpoint Print Manager Installation Wizard - Device Selection". On the left is a vertical panel with an illustration of a computer monitor, a printer, and a network device. The main area contains the following text and controls:

- Introductory text: "This wizard will help you install a Focalpoint host printer quickly and easily."
- "Device Number" field: A text box containing the number "3".
- Instruction: "Select a unique device number for the printer."
- "Device Name" field: A text box containing the text "mir".
- Instruction: "You can type a name for this device, or you can let Focalpoint generate a name for you."
- "Printer Type" dropdown: A dropdown menu with "MIR to Disk" selected.
- Instruction: "Select the Device Driver for the type of printer to be configured." followed by a button labeled "Others...".
- Navigation buttons at the bottom: "< Back", "Next >", and "Cancel".

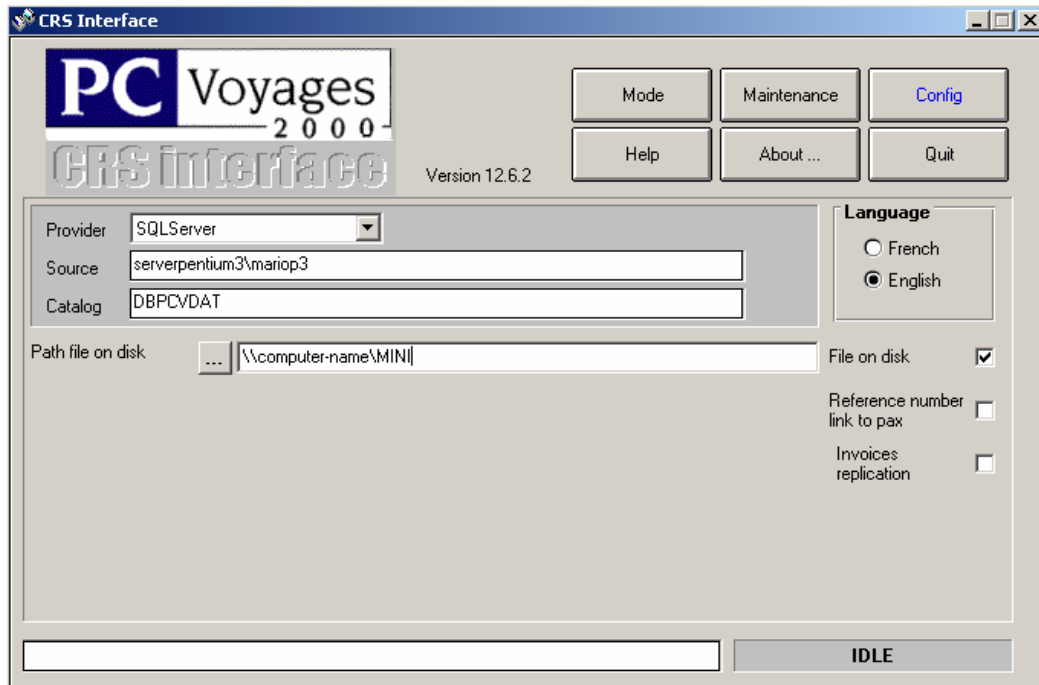
Click On next button goto step 2

Step 2

Select C:\MIR

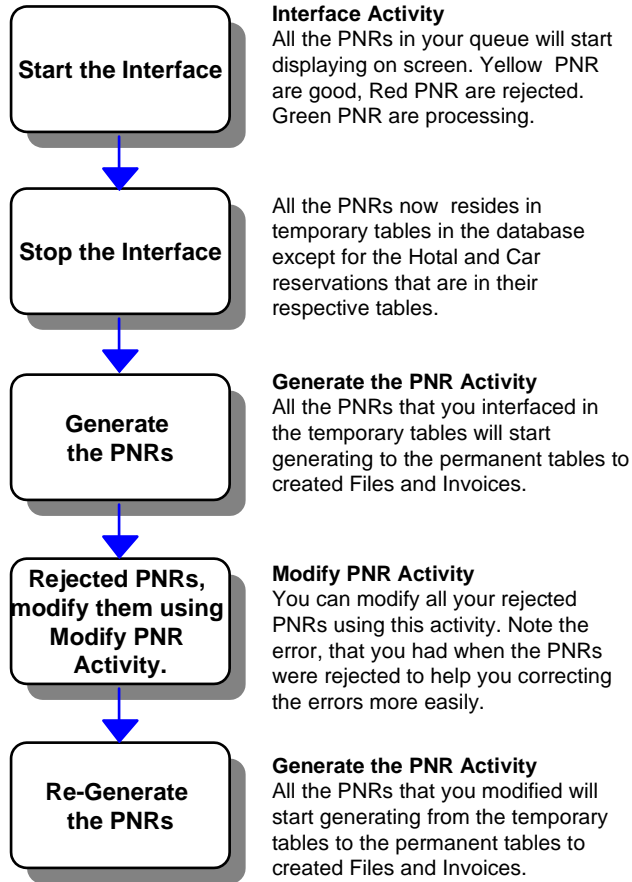


Step 3 accepts all the default values by clicking on the next button until finish.



Select file on disk from config tab in Travelworks CRS interface program. Change the file path name with the Galileo computer's name and the file folder name. Ex. \\station1\mir.

Interface Process Overview

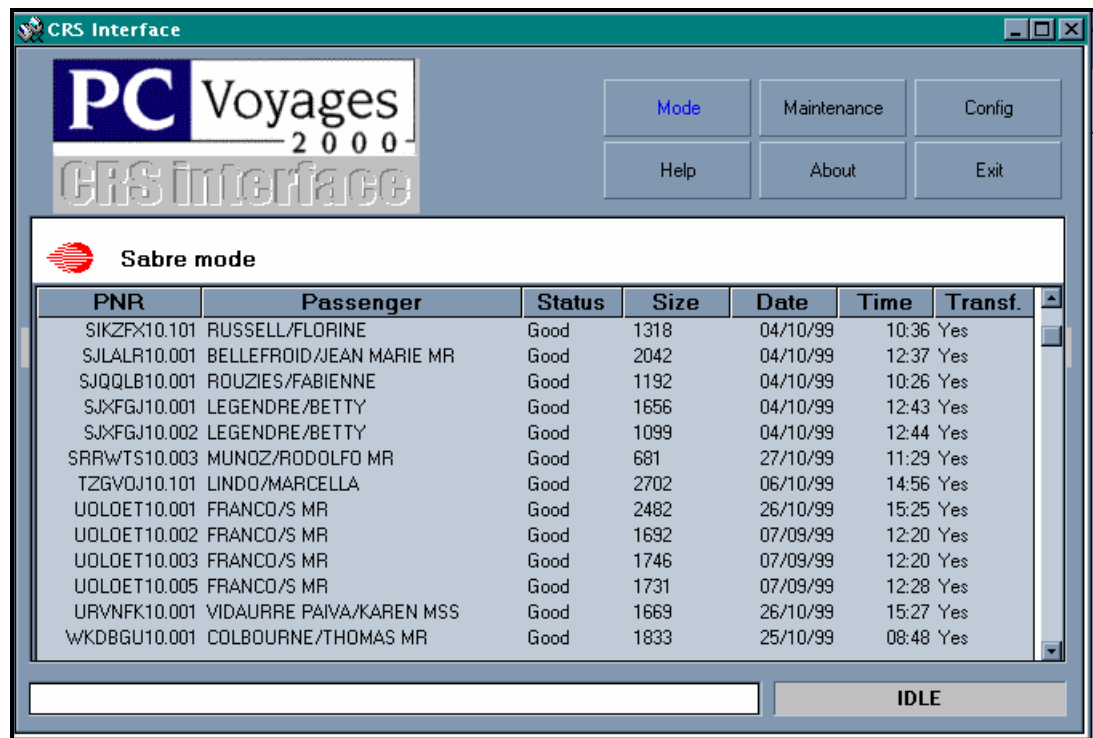


Interface Activity

The Interface activity is used to transfer the PNRs created in Sabre or Galileo or Worldspan into TRAVEL WORKS.



1. Click on the CRS Interface icon to **start** the CRS Interface.
2. In Sabre issue a DX TRANSMIT command to initiate the transfer from Sabre.
3. When completed click on the top right **X** of the title bar, or the Exit button to **CLOSE** the CRS Interface.
4. In Sabre Issue a DX HOLD to stop the transfer from Sabre



Field Definition

Mode

This option allows you to see every PNRs coming across the CRS interface. You may view the transmission date and time, the status of the PNR received, the actual size in ASCII format and finally if it was process without errors. It also contains the PNR name (or Number) and a sequential number. The sequential number is generated automatically by the CRS Interface. It represents the number of PNR that have that same identification. Sometimes, Galileo or Sabre generates more than one PNR for a booking. For example, 2 tickets plus an itinerary plus a payment might generate 3 PNRs with the same unique PNR number. Displays also the passenger's name below the PNR number.

Record Counter

This contains the information on the most recent transmission between the CRS and the BackOffice computer.

Successfully represents the number of PNRs successfully received.

In Error represents the number of PNRs that are in error. (Red).

Received represents the number of PNRs received since the CRS Interface started.

Different represents the number of PNRs received with the extension .001. This means the PNR was submitted only 1 time. You may compare these numbers with the DX STATUS number of messages In **Sabre** or issue an HQC command to retrieve the number of accounting transactions in **Galileo**.

About

This option deploys the current version number of the CRS interface software. Always have this number handy when you communicates with our helpdesk staff.

Maintenance

This option gives you the opportunity to register your security code in order to use the interface and also to delete already processed PNRs from the hard drive.

Config

This option allows you to perform the setting of the communication ports between the CRS and the back office computer. Parameters such as language used, baud rate, com port number,

PcvDat	p:\pcvwin\ddbpcvdat.mdb	Confirm
PcvPnr	p:\pcvwin\ddbpcvdat.mdb	Confirm
Pnr files	F:\Interfac\PNR	Confirm

Language

French
 English

Galileo

1 2 3 4 None

Baud	Parity	Flow	Data
<input type="radio"/> 2400	<input type="radio"/> None	<input type="radio"/> None	<input checked="" type="radio"/> 7
<input checked="" type="radio"/> 4800	<input type="radio"/> Odd	<input type="radio"/> Xon/Dff	<input type="radio"/> 8
<input type="radio"/> 9600	<input checked="" type="radio"/> Even	<input checked="" type="radio"/> RTS	Stop
<input type="radio"/> 14400		<input type="radio"/> Xon/RTS	<input type="radio"/> 1
<input type="radio"/> 19200			<input type="radio"/> 2

Sabre

1 2 3 4 None DTR

Baud	Parity	Flow	Data
<input type="radio"/> 2400	<input type="radio"/> None	<input type="radio"/> None	<input checked="" type="radio"/> 7
<input checked="" type="radio"/> 4800	<input type="radio"/> Odd	<input type="radio"/> Xon/Dff	<input type="radio"/> 8
<input type="radio"/> 9600	<input checked="" type="radio"/> Even	<input checked="" type="radio"/> RTS	Stop
<input type="radio"/> 14400		<input type="radio"/> Xon/RTS	<input checked="" type="radio"/> 1
<input type="radio"/> 19200			<input type="radio"/> 2

(Please use this configuration for both CRS interfaces)

and the location of the databases etc...

Troubleshooting

When you are received PNRs that are In error (RED), this is the procedure to follow:

If all the PNRs are RED, the TRAVEL WORKS database is corrupted, close immediately the interface and repaired the database using the Repair Database Activity in the Utilities module. **If only 1 or 2 PNRs are RED**, it could means that the communications lines had a problem during the interface transfer. Hit the red error message at the right bottom of the screen to get a description of the error message. Write down the PNR numbers and close the CRS interface. Re-submit the PNR in Sabre or Galileo and re-open the CRS Interface. The PNR should now be yellow. If they are still Red, contact a PC-VOYAGES 2000 Inc. customer service representative.

Generating PNR

After that the CRS Interface Activity is done and closed, you have to generate the received PNR from the temporary tables to the permanent database tables to create the Invoices and Files.

Why this extra step to generate PNRs?

To make sure that you are not receiving bad PNRs and to not have more work to correct them later on when files and invoices are created. It is a lot easier to correct them before they are generated.

How to generate PNRs?



1. Click on the Generate PNR icon.

Click on the Transfer button. The program will start generating the PNR that are due to be transferred as shown in the PNR number and PNR to drop down fields.

A screenshot of a Windows-style dialog box titled "PNR transfer". It contains two dropdown menus: "PNR number from" and "To", both set to "VPRZFL". To the right, a summary table shows "PNR to transfer" as 1, "PNR transferred" as 1, and "PNR rejected" as 0. Below this is a "Log" section with a scrollable text area containing the text "PNR VPRZFL: File 000003625; Invoice 000S14419". At the bottom are four buttons: "Transfer", "Refresh", "Print log", and "Quit".

PNR to transfer	1
PNR transferred	1
PNR rejected	0

If there is an error,

the system will display the error in the log portion of the screen and the PNR is rejected. You can modify the PNR in error using the Modifying PNRs Activity.

If the PNR is accepted,

the file and invoice number will be displayed in the lower portion of the screen.

2. If you generated a lot of PNRs, you can print the log of all the Rejected and Transferred PNR by clicking the **Print Log** button.
3. Click on the **Quit** button when done.

Modifying PNRs

When you generated PNRs and the system indicated that some were rejected, this Activity enables you to modify them.

NOTE:



You can also modify the PNR before you generate the PNR using the Generate PNR Activity. If you know that something like the telephone number or passenger name is wrong, you can modify it before generating.

You can not add or delete a passenger, product, payment or itinerary to a PNR in this screen. Either you add this information in Sabre or Galileo and re-transmit the PNR through the CRS Interface or you add this information in the Invoice after that the PNR is generated.

How to modify or delete a PNR?



PNR

1. Click on the Modification icon.
2. Select the PNR to modify by either using the left and right arrow or by typing the PNR number in the **PNR no.** field and press **ENTER**.
3. Make your changes and click on the  to save or click on the  icon to delete the PNR. If you delete a PNR, the Generate PNR Activity will not generate that PNR anymore.
4. When done, click on the top right **X** of the title bar to close the program.
5. You can now generate the PNRs using the **Generate PNR Activity**.

PNR Modification Header Field Definition

Field	Definition
PNR No	Contains the PNR name (or Number). Sabre or Galileo generates this number.
Date	Represents the reservation date for this booking.
Reservation	
Date Depart	Represents the departure date for this booking.
Date Return	Represents the return date for this booking
Date	Represents the date that the system received the PNR.
Transmission	
Passenger number	Represents the number of passenger for this PNR.
Passenger Address	Represents the passenger's address.
Passenger City	Represents the passenger's city home address.
Passenger Province	Represents the passenger's province home address.
Passenger Postal Code	Represents the passenger's postal code home address.
Passenger Telephone	Represents the passenger's telephone number. If this field is blank, the Generate PNR Activity will reject this PNR. Make sure a number is displayed in this field.
Branch	Represents the branch that this PNR will be generated into. (3 digit number)
Sabre Agent	Represents the Sabre or Galileo agent that created the booking.
Origin	Represents the origin.
Destination	Represents the destination.
Description	Represents the description of the destination above.
Customer	Represents the commercial account name for this booking. If a customer name (or number) is in this field, the system will create a file for this commercial account.
Department	Represents the department for this commercial account.

PNR Modification Passenger Folder Field Definition

Passenger Number	Name	Seat	Ticket	Card
1	RIGLER/ANNE MRS		6745019205	

Field Definition

Passenger Number	Represents the passenger number. (The CRS Interface generates this number automatically)
Name	Represents the passenger name.
Seat	Represents the seat number.
Ticket	Represents the Sabre or Galileo ticket number. (BSP ticket)
Card	Represents the Credit Card number that pays the ticket number. (Not always used)

PNR Modification Product Folder Field Definition

Invoice	Product	Product #	Vendor	Currency	Full Fare	Regular Fare	Reason Code	Reason BB	Confirmation	Policy #	Ticket
008514419	CO-FLT	1		CAD	0.00	0.00	0	0			6745019205

Field Definition

Invoice Number	Represents the invoice number. One line per invoice will be displayed in the grid. The first 3 characters are the branch, a letter S for Sabre or G for Galileo and an invoice number generated by Sabre or Galileo. If you are not using the Sabre or Galileo invoice number, 000000 number will display. When you will generate the PNR, the system will assign a file and an invoice number automatically. DO NOT MODIFY THE BRANCH number here; use the Branch Number field to change branch in the top portion of the screen.
Product	Represents the product code. One line per product will be displayed in the grid.
Vendor	Represents the travel vendor for this product. For BSP, it does not display.
Full Fare	Represents the Full Fare for a BSP ticket.
Regular Fare	Represents the Regular Fare for a BSP ticket.
Reason Code	Represents the reason code for a BSP ticket. Reason code represents the fare saving code that applies to that fare.
Reason BB	Represents a second reason codes for a BSP ticket. Reason code represents the fare saving code that applies to that fare.

Confirmation	Represents the confirmation number for that booking.
Policy Number	Represents the policy number for an insurance type product.
Ticket Number	Represents the Ticket Number for this product for a BSP ticket.
Conjunction	Represents the Conjunction number for this ticket.
Quantity	Represents the quantity of products.
Price	Represents the unit price for that product.
Airport Taxes	Represents the unit Airport Taxes for that product.
Other	Represents the unit Other taxes for that product.
Billed GST	Represents the GST billed to the customer for that product.
Billed PST	Represents the PST billed to the customer for that product.
Commission	Represents the commission amount, percentage number or net amount for this product.
Commission Type	Represents the type of commission.
Transmission Date	Represents the date that the system received this PNR for that product.
Agent Code	Represents the agent that created that booking for that product.
Branch	Represents the branch for that invoice product.
Payment	Represents the customer payment amount for that product.
Discount	Represents the customer discount amount for that product.

PNR Modification Cash Folder Field Definition

	Bank Account	Invoice	Product	Amount	Paiement date	Credit Card	Expiration	Issuer	Ticket Number	Form of Payment
1		008514415	CO-FLT	603.89	05/02/99	4500614561590	1099	RIGLER/ANNE MRS	6745019205	Vendor C

Field	Definition
Bank Account	Represents the passenger number. (The CRS Interface generates this number automatically)
Invoice	Represents the invoice number that this payment will be applied against.
Product	Represents the product code that this payment will be applied against.
Amount	Represents the amount of the payment.
Payment Date	Represents the payment date.
Credit Card	Represents the credit card number.
Expiration	Represents the credit card expiration date.
Issuer	Represents the credit card issuer or holder.
Ticket Number	Represents the ticket number that his payment will be applied against.
Form of payment	Represents the form of payment. For Sabre PNR, only the Vendor Credit Card type is transmitted through the interface.

PNR Modification Itinerary Folder Field Definition

	Date	From	Description	Depart	To	Description (to)	Arrival	Carrier	Flight	Class
1	11FEB	CLE	CLEVELAND	09:00 pm	YYZ	TORONTO ON	10:14 pm	CO	3618	K
2	08FEB	YYZ	TORONTO ON	06:05 pm	MCO	ORLANDO INTL	08:55 pm	2T	325	Y
3	11FEB	MCO	ORLANDO INTL	05:55 pm	CLE	CLEVELAND	08:23 pm	CO	494	K

Field	Definition
Date	Represents the date of departure. The format is 2 digit for the date and 3 letters for the month.
From	Represents the origin code.
Description	Represents the description of the origin code.
Depart	Represents the departure time.
To	Represents the destination code.
Description	Represents description of the destination code.
Arrival	Represents the arrival time.
Carrier	Represents the carrier airline code.
Flight	Represents the flight number.
Class	Represents the class of fare.
Connection	Represents the connection code.

Modifying Car and Hotel Reservation

When you generated PNRs that includes Car and Hotel Reservation for Commercial Accounts only, the CRS Interface will transfer the information in the system. TRAVEL WORKS for accounting does not use information in this screen. If you desire to track your commission, you have to enter the appropriate accounting lines in the SABRE PNRs. The Car and Hotel Reservation are only used for the Business Travel reports for you commercial accounts.



NOTE:

You do not have to generate PNRs to obtain information in this screen. The CRS Interface performs it automatically.

Modifying or deleting a CAR and Hotel Reservation PNR



Car and Hotel
Reservation icon.

1. Click on the Car and Hotel Reservation icon.
2. Fill in the PNR to modify by selecting in the search drop down list **Customer From** and **To**.
3. Enter the **Date From** and **To**.
4. Click in the **Hotel** and **Car** check box and click on **OK**.
5. Make your changes in the Car folder for the Car reservation or make your changes in the Hotel folder for the Hotel reservation. The Car and Company folder is used to enter the Car Code and its description as used in SABRE.
6. Click on the  to save or click on the  icon to delete the PNR.
7. When done, click on the top right **X** of the title bar to close the program.

Pnr's format Sabre

Introduction Pnr

Verify if your products exist for all the airline companies used. A product database is provided with the **TRAVELWORKS** software installation. The 6-character code will be inserted in the **SUPPLY** field of your **SABRE** accounting line.

The product codes **should** meet the following requirements:

Airline companies (B.S.P.):

The product code must begin with the two letter carrier code followed by a dash (-) and the letters **FLT**.

Example: **AC-FLT** for Air Canada

CP-FLT for Canadian

Train companies (B.S.P.):

The product code must begin with the two letter carrier code followed by a dash (-) and the letters **FLT**.

Example: **2R-FLT** for VIA Rail

For all others products such as packages, insurance's, hotels, charters, etc.:

The product code **must** contain **6** characters. Begin the product code with the vendor code. Ex: **ATH** for Air Transat Holidays followed by a **3** character code describing the product type. Ex: **PKG** for packages. Result: **ATHPKG**. Please find below a list of standard codes that can be used:

Example: Vendor code (3) char. Followed by

PKG for packages

INS for insurance's

HOT for hotels

CAR for car rentals

CRU for cruises

ABC for charters

BUS for buses

TOU for tours

MIS for miscellaneous

DIS for discounts

Pnr's format (Full Fare and Low Fare)

To obtain the Fare Savings Report in the Travel Works software, the following accounting lines are to be entered in SABRE.

LOW FARE FORMAT:

5.U*1-652.25

- 5** = Indicates a remark in the SABRE PNR.
- .** = The dot is mandatory.
- U** = Indicates a UDID field.
- *** = The asterisk is mandatory.
- 1** = Indicates a UDID number 1 (Possibility of 9 UDIDs).
- = The hyphen is mandatory.
- 652.25** = Indicates the low fare amount.

FULL FARE FORMAT:

5.S*2-952.25

- 5** = Indicates a remark in SABRE PNR.
- .** = The dot is mandatory.
- S** = Indicates the fare savings remark.
- *** = The asterisk is mandatory.
- 2** = Indicates the Tarification code (between 0 and 99). The Tarification codes should be defined via the Master Files module in the System Parameters - Tarification Codes folder of the Travel Works software.
- = The hyphen is optional. If the hyphen is not used, indicate 02 to identify Tarification code.
- 952.25** = Indicates the full fare amount.

The Fare Savings information can be modified in Travelworks after its transmission via the SABRE Interface software. Access the **Invoicing** module and select the desired invoice. Click on the invoice number field and press Enter. Modification mode should now be active. Double click on the desired product code and click on the **Detail** button.

Pnr's format (Agent and DK's)

Data format may be used in the SABRE accounting lines for use with Travelworks.

Optional:

5.AG - Agent Code

Identifies an agent in Travel Works, if not entered, the agent used for sign-in in SABRE will be used.

5.DP - Department

Identifies the department of the commercial account.. Must be defined in Travelworks (Invoicing module - Commercial Accounts activity - Department folder).

5.CF - Booking number

This information is transferred in the Reference field of the product. You may enter it into the accounting line as well.

5.EMAIL-jsmith pcvoyages.com (replace @ by a space)

This command will transfer an email address with the address of the passenger in Travelworks. You can transfer only one email address by PNR.

DIN ≠DP

Use this command to transfer a hand written ticket, an MCO or insurance to the Travel Works software. Once you have a PNR in SABRE, pull up the file, enter the command and hit the enter key.

Mandatory:

DK0201234

The first two-digit (02)represent the branch number followed by the commercial account code. The entire code represents the commercial account. For a non-commercial account, enter DK020000. For single branch installations, replace 02 by 00.

418-444-6654-B

The Travelworks interface software will transfer only one.

418-555-7777-H

Telephone number, business or home.

418-123-4567-A or -F

The Travelworks interface software ignores telephone numbers followed by -A or -F.

Pnr's format (Delivery address)

The following accounting lines demonstrate the address data entry format to be used for leisure clients (non-commercial accounts). Further down are examples displaying the end result in the Travel Works software. Please follow the order for the entries.

- Line 1** **5/Name** (Not transferred in Travelworks.
The name is captured from the name command.)
- Line 2** **5/Address 1**
- Line 3** **5/City**
- Line 4** **5/Province**
- Line 5** **5/Postal Code** (Must **always** be alone and on the last line.)

Example 1

5/SMITH/JOHN MR
5/123 ANY STREET
5/TORONTO
5/ON
5/M2B 1T5

Examples 2

5/SMITH/JOHN MR
5/ATTN RECEPTION
5/123 ANY STREET
5/TORONTO, ON
5/M2B 1T5

Pnr's format (Accounting line)

An accounting line cannot be re-generated in the Travelworks software even if the PNR is transferred again. However, in some occasions a re-generation is necessary. An example of a situation where a re-generation is necessary is described below:

Example: An invoice containing an air ticket and travel insurance is transferred to the Travel Works software. The invoice is reversed in Travelworks because of a change in itinerary, therefore, both products are credited. If a new ticket is invoiced and the original travel insurance is to appear on the new invoice, proceed as follows:

- 1 Recall the PNR in SABRE. (Example: *UUUWJU)
 2. Type *PAC to display the accounting lines.
 3. Type AC1 □ O/XXX to transfer a second time a previously invoiced product.
- . Where □ is the Change Key and 1 is accounting line number.

Type DIN.

Pnr's format Non BSP Sale (Leisure)

AC*SUP

A	B	C	D	E	F	G	H	I	J	K
ACSUP1/ATHPKG/FPT/P15/899.00/111.00/D7.00/PER/CK/1-CF-12343435										
A	SEGMENT TYPE AND NUMBER									
B	VENDOR CODE : MUST EXIST IN TRAVELWORKS PRODUCT									DATABASE.
C	FPT/VCH NOT USED BY TRAVELWORKS									
D	COMMISSION AMOUNT OR PERCENTAGE (P10.00 = 10%)									
E	GROSS AMOUNT									
F	SERVICE TAXES/AIRPORT TAXES									
G	GST AMOUNT									
	PST AMOUNT									
H	PER, ALL, ONE									
I	FORM OF PAYMENT									
J	NUMBER OF DOCUMENTS									
K	CONFIRMATION NUMBER									

Pnr's format Non BSP sale Leisure (CREDIT CARD SALE)

Credit card payment for house card full payment only.

AC*SUP

A B C D E F G H I J K L M N O
ACSUP1/ATHPKG/FPT/P15/899.00/111.00/8.90/ALL/CCAX5764768465/1-CF-12343435-HC-005-EXP-0101-AUT-12345

- A SEGMENT TYPE AND NUMBER
- B VENDOR CODE : MUST EXIST IN TRAVELWORKS PRODUCT DATABASE.
- C FPT/VCH NOT USED BY TRAVELWORKS
- D COMMISSION AMOUNT OR PERCENTAGE (P10.00 = 10%)
- E GROSS AMOUNT
- F SERVICE TAXES/AIRPORT TAXES
- G GST AMOUNT
PST AMOUNT
- H PER ALL ONE
- I CREDIT CARD INFORMATION CC FOR CREDIT CARD PAYMENT

- J NUMBER OF DOCUMENT
- K CONFIRMATION NUMBER
- L HOUSE CARD AND INDICATOR
- M BANK CODE
- N EXPIRY DATE OF THE CARD
- O AUTHORIZATION NUMBER

Pnr's format (Accounting line partial payment)

To enter a deposit into a PNR

A	B	C	D	E	F	G	H	I	J
ACSUP1/PCVDEP/DEP/0.00/200.00/0.00/D0.00/PER/CK/1									
A	SEGMENT TYPE AND NUMBER								
B	VENDOR CODE : MUST EXIST IN TRAVELWORKS PRODUCT DATABASE.								
C	DEP FOR DEPOSIT ONLY								
D	COMMISSION AMOUNT OR PERCENTAGE (P10.00 = 10%)								
E	GROSS AMOUNT								
F	SERVICE TAXES/AIRPORT TAXES								
G	GST AMOUNT								
	PST AMOUNT								
H	PER ALL ONE								
I	FORM OF PAYMENT								
J	NUMBER OF DOCUMENTS								

Pnr's Transfer Sabre

The following steps describe how to transfer the data entered in the **SABRE** system toward the **TRAVELWORKS** software.

Double click on the **CRS Interface** icon in the **TRAVELWORKS** group.

This step is very important before continuing. If the CRS Interface is not active, the SABRE files will not be transferred and they cannot be re-transferred.

This step is only for clients transferring reservation information from the branch to the head office via the SABRE interface. After completing the following instruction, perform steps 3 to 5 for each branch. Otherwise, go directly to step 3.

1. To select the branch, type:
AAAXXXX (XXXX= Branch Pseudo City Code)
-

On the **SABRE** system, type **DX STATUS**. This will display the number of files are waiting to be transferred.

On the **SABRE** system, type **DX TRANSMIT** to start the **transfer** mode.

On the **SABRE** system, when all the files have been transferred, type **DX HOLD**. This will **stop** the transfer mode.

To exit the **CRS Interface**, double click on the **X** found on the upper right hand corner of the screen.

Double click on the **Generate PNR** icon in the **TRAVELWORKS** group. This will start the PNR processing and generate the data received into the **TRAVELWORKS** software.

Pnr format Galileo

Introduction

The GALILEO interface allows capturing bookings from the CRS system so that they can be transferred to the Travelworks software. The information can later be processed to produce invoices, B.S.P. reports, accounting data and various statistical reports.

This manual provides the necessary information for the successful implementation and efficient use of the GALILEO interface. It is therefore essential that all personnel using the GALILEO interface refer to certain sections of this manual. The System Administrator is required to carefully read this document and attend the Travelworks Implementation training session before implementing or begin using the GALILEO interface.

Mandatory Fields

The following steps must be fully completed before enabling the file transfer from GALILEO to TRAVELWORKS.

Contact your GALILEO representative to request the installation and connection of the accounting system. It is important to also advise the technician to make the connection to the TRAVELWORKS computer otherwise the interface will not work. If the technician has any questions concerning the connection, he must call the PcVOYAGES Inc. support center. GALILEO will charge \$ 500.00 for the connection.

GALILEO can take a few weeks before making the connection. Meanwhile, proceed with steps 2 to 5. The TRAVELWORKS Implementation training session is necessary before proceeding with steps 2 to 5.

Define your customers (commercial accounts) in TRAVELWORKS using the same customer codes as in GALILEO.

Example: **T-CA-02** □ **BELL**

Branch code (2 characters)	Commercial account code defined by the head office (Max. 7 characters)
-------------------------------	---------------------------------------------------------------------------

T-DP-Admin

To enter the department code

NB : If you also have the SABRE interface, define your customers (commercial accounts) in TRAVELWORKS using the same customer codes (DK numbers) as in SABRE.

Define your agent codes in TRAVELWORKS using the same agent codes used in GALILEO.

Example: **T-AG-JC** (to override the sine-in agent code)

Agent Code defined in master file (max. 5 characters)

NB : If you also have the SABRE interface, define your agent codes in TRAVELWORKS using the same agent codes as in SABRE.

Mandatory Fields

Verify if your products exist for all the airline companies used. A product database is provided with the Travelworks software installation.

The product codes should meet the following requirements:

Airline companies (B.S.P.):

The product code must begin with the two letter carrier code followed by a dash (-) and the letters FLT.

Example: AC-FLT for Air Canada
 CP-FLT for Canadian

Train companies (B.S.P.) :

The product code must begin with the two letter carrier code followed by a dash (-) and the letters TRA.

Example: 2R-TRA for VIA Rail

For all others products such as packages, insurance, hotels, charter, etc. :

The product code must contain 6 characters. Begin the product code with the supplier code. Ex. ATH for Air Transat Holidays followed by a 3-character code describing the product type. Ex: PKG for packages. Result: ATHPKG. Please find below a list of standard codes that can be used:

Example: Supplier code (3) char.	□	followed by	PKG	for packages
			INS	for insurance
			HOT	for hotels
			CAR	for car rentals
			CRU	for cruises
			ABC	for charters
			BUS	for buses
			TOU	for tours
			MIS	for miscellaneous
			DIS	for discounts


GALILEO optional fields

For a regular booking (**B.S.P. product**), enter the following information on the GALILEO screen and complete your booking.

The following zones are **optional**:

- full fare
- low fare
- reduced rate


Example: **T-FF-1120.00**


Full fare price per unit.

Example : **T-LF-900.00**


Low fare per unit.

Example: **T-MR01**


Tarification code (01 to12)

The following command will transfer an email address with the address of the passenger in Travelworks. You can transfer only one email address by PNR.

Exemple :

T-EMAIL-jsmith pcvoyages.com (replace @ by a space)

Data transfer procedure single branch

The following steps describe how to proceed when transferring data entered in the GALILEO system toward the TRAVELWORKS software system.



Start the Interface program **CRS Interface** on the computer connected to the GALILEO system.

On the GALILEO computer that enables the data transfer, type the following command to inquire on how many files are pending and waiting to be transferred.

HQC

	BATCH		DEMAND	
	PENDING	SENT	PENDING	SENT
TKT	0	0	0	0
BPP	0	0	0	0
ITN	0	0	0	0
ACC	0	0	10	0

The following screen will display. The amount that we are interesting in is:

Type the following commands to OPEN the pending data file queue and enable the file transfer:

```
//HMOM XXXXXX -U (XXXXXXX=MIR number)
```

```
HQS XXXXXX (XXXXXXX=MIR number)
```

When you will see, on the TRAVELWORKS computer screen, that the total number of pending files have been transferred, you can CLOSE the pending data file queue by typing the following command:

```
//HMOM XXXXXX -D (XXXXXXX=MIR number)
```



Close the interface program **CRS Interface** on the connected computer to stop the data



transfer and then start the **Generate PNR** program. This command will enable the file generation to the TRAVELWORKS software.

Data transfer procedure multi branches

The following steps describe how to proceed when transferring data from the branches via the GALILEO interface to the TRAVELWORKS software.

Execute on the TRAVELWORKS workstation connected to the GALILEO network, instruction depending on your type of installation.



Start the Interface program **CRS Interface** on the computer connected to the GALILEO system.

To enable the data transfer mode, execute on the GALILEO CRS station the following instructions for each branch:

1. To select the branch, type:

`SEM/XXXX/AG` (XXXX = branch pseudo city code)

2. To enable the transfer, type:

`//HMOM XXXXXX -U` (XXXXXX = MIR number)

NB: If using a dedicated workstation, this step is optional.

To disable the data transfer mode, execute on the GALILEO CRS station the following instructions for each branch:

1. To select the branch, type:

`SEM/XXXX/AG` (XXXX = branch pseudo city code)

2. To disable the transfer, type:

`//HMOM XXXXXX -D` (XXXXXX = MIR number)



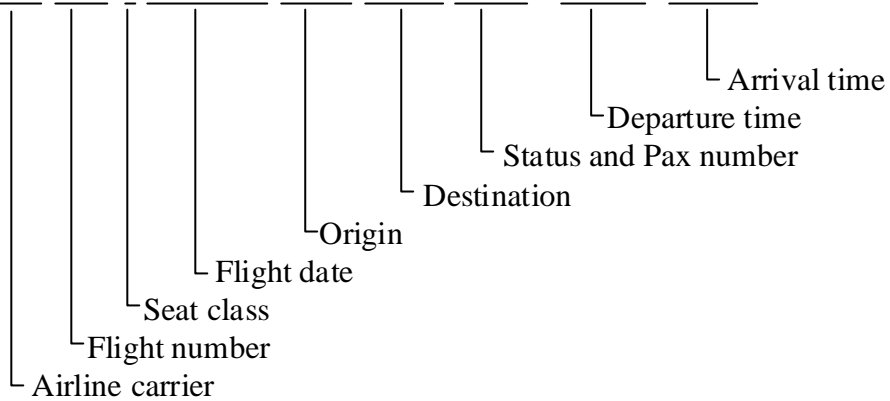
Close the interface program **CRS Interface** on the connected computer to stop the data



transfer and then start the **Generate PNR** program. This command will enable the file generation to the TRAVELWORKS software.

Passive Segments Entry for NON-B.S.P. Products

0X1105Y25JANYQBCUNHK1/10001400



EXAMPLE OF AN INVOICE WITH ITINERARY

PC TRAVEL INC.
 111 GORDON BAKER ROAD SUITE 102
 WILLOWDALE, ONT. M2H 3R1

FILE: 6UP7TY DATE: 25 OCT 1995
 CLIENT:

TO: 7415 YONGE STREET NORTH FOR: SMITH/JOHN MR
 TORONTO ONTARIO
 M1H 3H4
 416-987-6789

-- ITINERARY --

FROM	TO	CARRIER	FLT/CL	DATE	DEP	ARR	ST
TORONTO NONSTOP	VARADERO	CHARTER	105 Y	25 JAN 96	1000	1400	OK
					FLYING TIME - 4:00		
VARADERO NONSTOP	TORONTO	CHARTER	106 Y	31 JAN 96	1900	2300	OK
					FLYING TIME - 4:00		

25 JAN 96
 THURSDAY

CONFIRMATION-98634
 REGENT HOLIDAYS ALL INCLUSIVE PACKAGE
 SINGLE OCCUPANCY
 MANDATORY PASSPORT
 AIR TRANSAT CARRIER
 PRICE 1 X 799.00
 TAXES 1 X 177.00
 REGENT HOLIDAYS 976.00

LOCATION TORONTO
 PAYMENT
 4510107735197 200.00-

REGENT HOLIDAYS	976.00
4510107735197	200.00-
SUB TOTAL	CAD 776.00
AMOUNT DUE	CAD 776.00

WORLDSPAN INTERFACE



Managing software for travel agencies

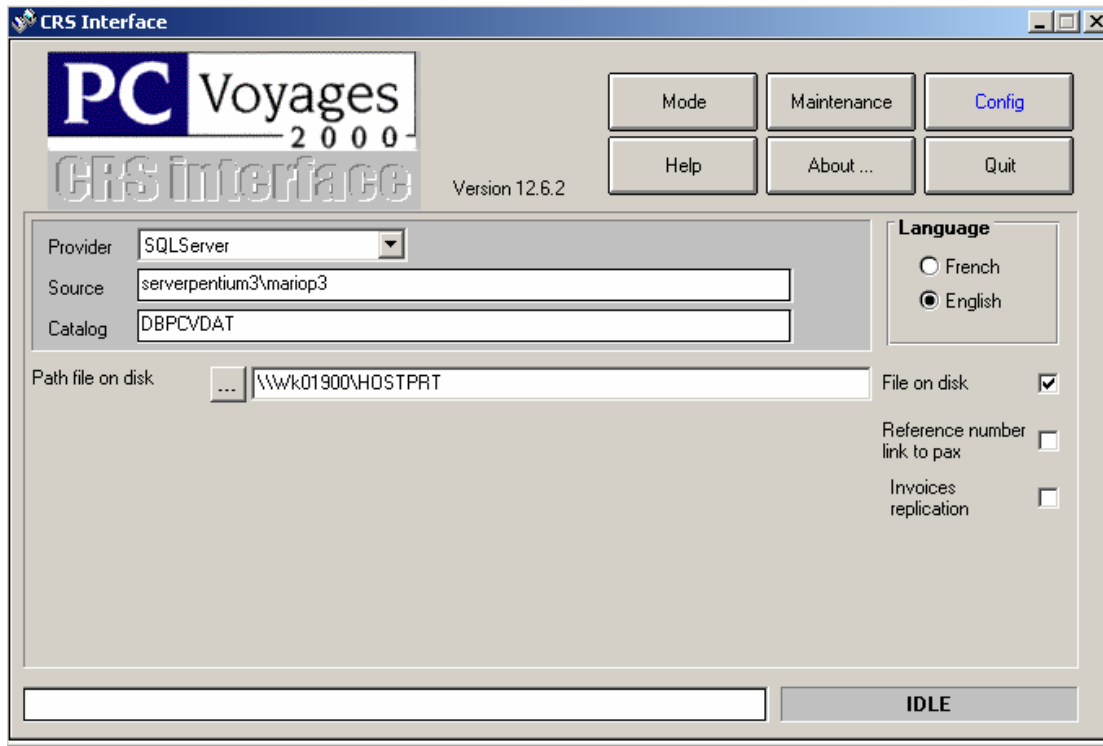
Interface setup Worldspan

The screenshot shows the 'CRS Interface' window with the following elements:

- Title Bar:** CRS Interface
- Logo:** PC Voyages 2000 CRS interface
- Version:** Version 12.6.2
- Buttons:** Mode, Maintenance, Config, Help, About ..., Quit
- Form Fields:**
 - Identification number: 23736311.0
 - Access code: xxxxxxx
 - Installation date: 15-Oct-01
 - Local currency: CAD
 - Systeme currency: CAD
 - Currency out: CAD
- Radio Buttons:** Sabre, Galileo, **Worldspan** (selected)
- Buttons:** Modify, OK, Cancel
- Checkboxes:** Automatic process (checked), Version ADD (checked)
- Button:** Zap all PNR in database
- Status Bar:** IDLE

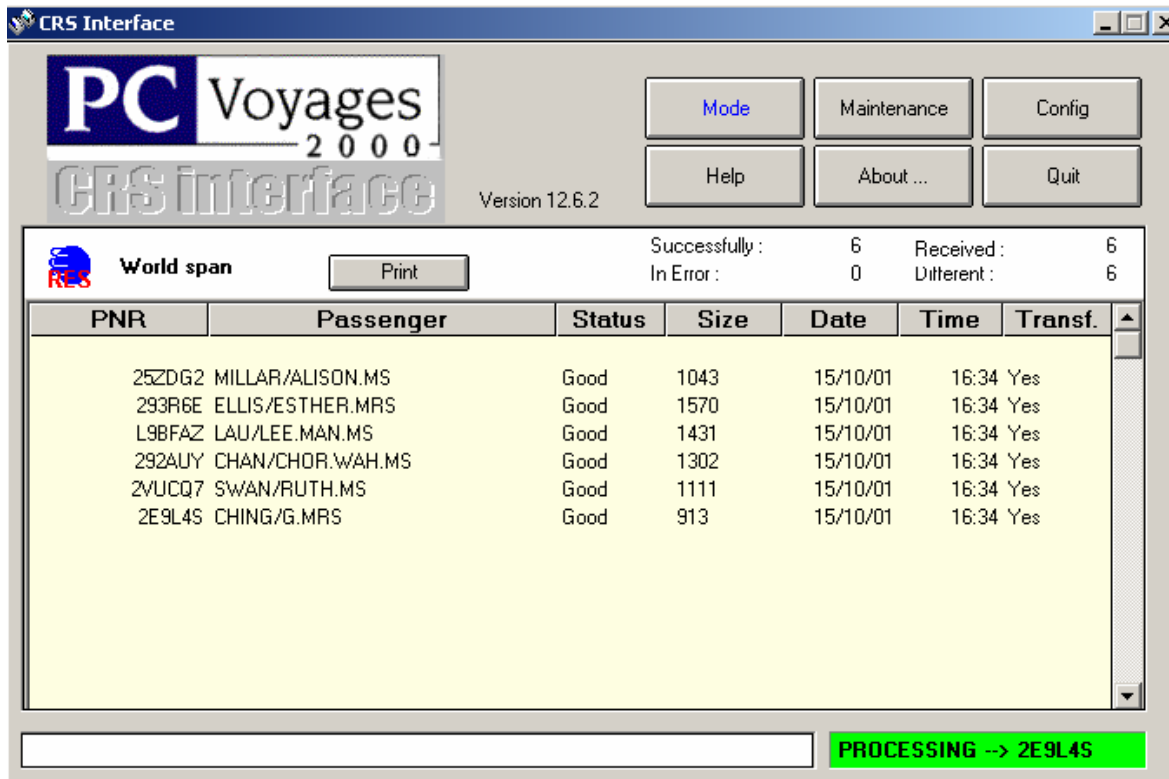
Step 1 Get an activation key number from Travelworks.

Interface setup Worldspan



**Step 2 Locate the Worlspan computer that host the TAIR on disk files.
Share the hostprt folder with full access.**

Interface setup Worldspan



The screenshot shows the 'CRS Interface' window. At the top left is the 'PC Voyages 2000' logo and 'CRS interface Version 12.6.2'. On the top right are buttons for 'Mode', 'Maintenance', 'Config', 'Help', 'About ...', and 'Quit'. Below the logo is a 'World span' section with a 'Print' button and summary statistics: 'Successfully : 6', 'In Error : 0', 'Received : 6', and 'Diferent : 6'. The main area contains a table with columns: PNR, Passenger, Status, Size, Date, Time, and Transf. The table lists six passengers, all with a 'Good' status and a 'Yes' in the 'Transf.' column. At the bottom right, a green bar displays 'PROCESSING --> 2E9L4S'.

PNR	Passenger	Status	Size	Date	Time	Transf.
25ZDG2	MILLAR/ALISON.MS	Good	1043	15/10/01	16:34	Yes
293R6E	ELLIS/ESTHER.MRS	Good	1570	15/10/01	16:34	Yes
L9BFAZ	LAU/LEE.MAN.MS	Good	1431	15/10/01	16:34	Yes
292AUY	CHAN/CHOR.WAH.MS	Good	1302	15/10/01	16:34	Yes
2VUCQ7	SWAN/RUTH.MS	Good	1111	15/10/01	16:34	Yes
2E9L4S	CHING/G.MRS	Good	913	15/10/01	16:34	Yes

Step 3 You should get this screen when receiving pnr's from Worldspan.

Pnr's format Worldspan

Introduction Pnr

Verify products existing for all the airline companies to be used. A product database is provided with the **TRAVELWORKS** software installation. The 6-character code will be inserted in the **SUPPLY** field of your **Worldspan** accounting line.

The product codes **should** meet the following requirements:

Airline companies (B.S.P.):

The product code must begin with the two letter carrier code followed by a dash (-) and the letters **FLT**.

Example: **AC-FLT** for Air Canada

CP-FLT for Canadian

Train companies (B.S.P.) :

The product code must begin with the two letter carrier code followed by a dash (-) and the letters **FLT**.

Example: **2R-FLT** for VIA Rail

For all others products such as packages, insurance's, hotels, charters, etc.:

The product code **must** contain at least **6** characters. Begin the product code with the vendor code. Ex: **ATH** for Air Transat Holidays followed by a **3** character code describing the product type. Ex: **PKG** for packages. Result: **ATHPKG**. Please find below a list of standard codes that can be used:

Example: Vendor code (3) char. Followed by

PKG for packages
INS for insurance's
HOT for hotels
CAR for car rentals
CRU for cruises
ABC for charters
BUS for buses
TOU for tours
MIS for miscellaneous
DIS for discounts

Pnr's format (Full Fare and Low Fare)

To obtain the Fare Savings Report in the Travel Works software, the following accounting lines are to be entered in SABRE.

LOW FARE FORMAT:

5LF-652.25

5 = Indicates a remark in the Worldspan PNR.

LF = Indicates Low Fare

- = The hyphen is mandatory.

652.25 = Indicates the low fare amount.

5LJ-AA

5 = Indicates a remark in the Worldspan PNR.

LJ = Indicates Low Fare justification code

- = The hyphen is mandatory.

AA = Justification code defined in the system parameter icon

FULL FARE FORMAT:

5FF-652.25

5 = Indicates a remark in the Worldspan PNR.

FF = Indicates Full Fare

- = The hyphen is mandatory.

952.25 = Indicates the full fare amount.

5FJ-AA

5 = Indicates a remark in the Worldspan PNR.

FJ = Indicates Full Fare justification code

- = The hyphen is mandatory.

BB = Justification code defined in the system parameter icon

The Fare Savings information can be modified in Travelworks after its transmission via the Worldspan Interface software. Access the **Invoicing** module and select the desired invoice. Click on the invoice number field and press Enter. Modification mode should now be active. Double click on the desired product code and click on the **Detail** button.

Pnr's format (Agent and customer account number)

Optional data entry specifications can be used in the Worldspan accounting lines for use with the

Optional:

5SA - Agent Code

Overrides an agent in Travelworks, if not present, the agent used for sign-in in Worldspan will be used.

5DP - Department

Identifies commercial account's department code for the. Must be defined in Travelworks (Invoicing module - Commercial Accounts activity - Department folder).

5CF - Booking number

This information is transferred in the Reference field of the product. You may enter it into the accounting line as well.

EZI

Use this command to transfer a hand written ticket, an MCO or insurance to the Travel Works software. Once you have a PNR in Worldspan, pull up the file, enter the command and hit the enter key.

Mandatory:

5-CA1234567@001

The first two-digit (001) represent the branch number preceded by the @ sign and the commercial account code. The entire code represents the commercial account. For a non-commercial account, enter 5-CA0000@001. For single branch installations, replace 002 by 000.

5PH-418-444-6654-B

The Travelworks interface software will transfer only one.

5PH-418-555-7777-H

Business or home phone number.

Pnr's format (Delivery address)

The following accounting lines demonstrate the billing address data entry format to be used for leisure clients and commercial accounts. Examples displaying the result into Travelworks. Please enter in this specific order for the entry.

Line 1	5-CBName (Not transferred in Travelworks. The name is captured from the name command.)
Line 2	5-CBAddress 1
Line 3	5-CBCity
Line 4	5-CBProvince
Line 5	5-CBPostal Code (Must always be alone and on the last line.)

Example 1

5-CBSMITH/JOHN MR
5-CB123 ANY STREET
5-CBTORONTO
5-CBON
5-CBM2B 1T5

Examples 2

5-CBSMITH/JOHN MR
5-CBATTN RECEPTION
5-CB123 ANY STREET
5-CBTORONTO, ON
5-CBM2B 1T5

Pnr's format (Accounting line)

An accounting line cannot be re-generated in the Travelworks software even if the PNR is re-transferred. However, in some occasions a re-generation is necessary. An example of a situation where a re-generation is necessary is described below:

Example: An invoice containing an air ticket and travel insurance is transferred to the Travel Works software. The invoice is reversed in Travelworks because of an itinerary change; therefore, both products are credited. If a new ticket is invoiced and the original travel insurance is to appear on the new invoice, proceed as follows:

1. Retrieve the PNR in WORLDSPAN. (Example: *UUUWJU)
2. Type *PAC to display the accounting lines.
3. Type AC1 □ O/XXX to transfer a second time a previously invoiced product.
.
Where □ is the Change Key and 1 is accounting line number.

Type EZI.....

Pnr's format Non BSP Sale (Leisure, Service charge, Tours)

```

A           B           C           D           E           F
TNZZMK1ACC16OCT0124OCT01/AN-AIR-TRANSAT HOLIDAYS/VC-ATHPKG/CF-12345
G           H           I           J           K           L           M
/DUE-CAD B900.00X50.00T950.00/CRD-CAD B100.00X0.00T100.00/IC-CAD 1050.00/CP-15.00
N           O           P
/FOP-VI45015625454N0203

```

A SEGMENT TYPE AND NUMBER OF DOCUMENT

B SEGMENT TYPE: AIR, ACC, TUR, CRU, SVC, INS ...

C DEP. AND RET. DATES

D VENDOR'S NAME

E VENDOR'S PRODUCT CODE: MUST BE CREATED IN TRAVELWORKS PRODUCT'S DATABASE.

F CONFIRMATION NUMBER

G AMOUNT DUE AND CURRENCY CODE

H GROSS AMOUNT

I TAX AMOUNT (NON COMM. TAX)

J GROSS + TAXES AMOUNT

K DISCOUNT AMOUNT

L ITEM COST = TOTAL BEFORE DISCOUNT

M COMMISSION AMOUNT OR PERCENTAGE (P10.00 = 10%)

N FORM OF PAYMENT CHECK / CASH /AX99999999/VI9999999999 etc...

O CREDIT CARD TYPE IF SELECTED (VI , MC, AX, ETC..)

P EXPIRY DATE. format: (NMMYY)

You may use the TVL Script to perform this account line from the script menu in Worldspan.

Pnr's format Non BSP Sale (hotels and cars)

Passive Hotel segment Not in Worldspan

HN@MK*YYZ16NOV18NOV/CWI/H-THE WESTIN HARBOUR CASTLE/R-A2DRAC
/SI-@ONE HARBOUR SQUARE\$TORONTO ONTARIO MJ5 1A6\$PHONE416-555-1212
/RT-CAD19900/RD-2DOUBLE NON SMOKING/CF-123456

Passive Car Segment Not in Worldspan

CRN@MK14NOV16NOVYUL/ARR-TS102-1000A/DT-2P/VICAR/CZE/CF-123456/RT-
CAD3500DY

Pnr's Transfer Worldspan

The following steps describe how to transfer the data entered in the **Worldspan** system toward the **TRAVELWORKS** software.

Double click on the **CRS Interface** icon in the **TRAVELWORKS** group.

This step is only for clients transferring reservation information from the branch to the head office via the Worldspan interface. After completing the following instruction, perform steps 3 to 5 for each branch. Otherwise, go directly to step 3.

1. To select the branch, type:
AAAXXXX (XXXX= Branch Pseudo City Code)
-

From the **WORLDSPAN** screen, type **JZXMSG DQ Iniata** then press enter. This will display the number and the status of files waiting to be transferred.

2. On the **WORLDSPAN** system, type **YSTRIniata** to start the **transfer** mode.
-

3. On the **Worldspan** system, when all the files have been transferred, type **YSTPIniata**. This will **stop** the transfer mode.
-

To exit the **CRS Interface**, click on the **X** found on the upper right corner of the screen or press the Quit button.

Double click on the **PNR transfer** icon in the **TRAVELWORKS** folder. This will start the PNR processing and generate the invoice received into the **TRAVELWORKS** software.
