



AGENT SALES REPORT HANDBOOK Ticketing - Interact

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1. BACKGROUND

The SabreSonic system records each ticketing or financial related transaction (manual or automated) in the Agent Sales Report (ASR). The ASR offers your airline a comprehensive reporting and reconciliation tool. With extended data capture capabilities and reporting qualifiers, your airline agents can easily track, monitor, and account for their sales activities.

Within the ASR you are also able to:

- View the tickets issued and/or voided
- View and update your own ASR
- Add manual documents to the database
- Close the Agent Sales Report

If you issue tickets, your ASR must be "opened" and "closed". You can have an ASR open in multiple stations at the same time. The station opens when the first agent signs into a ticket printer.

The Agent Sales Report – Sales Summary displays the main ticketing details for a specific date or specified date range.

All employees under a specific station are able to display the Sales Summary. Any employee may be signed into Sales Reports in multiple stations.

When you have closed and then re-opened the sales report, only transactions in the open report appear on the Sales Summary Report.

The maximum number of tickets allowed is 99,999.

2. OPENING AN AGENT SALES REPORT

You need to sign into the Agent Sales Report before issuing tickets and you must sign out at the end of your day.

Sign Into Interact and Designate a Ticket Printer

Signing into the Interact interface and assigning a ticket printer automatically signs you into the Agent Sales Report.

Use the following steps to sign into and assign a printer in Interact:

1. On the Interact Sign In window, you need to select **Designate Printers**.

ign In			
Sign In			
	Employee Number:	* 3713	
	Password:	* ******	
	Airline Code / Suffix:	PX	
	Duty Code:	5	
	✓ Designate Printers		
OK	*	Cancel	

- 1. When the Printer Functions window displays:
 - a. Select Designate Printer(s) from the drop-down.
 - b. Select Ticket Printer Address.
 - c. Enter the ticket printer ID.
 - d. Enter the Type of Ticket Print Route
 - For ATB ticket stock, the print routine is 2A.(This will be default in RES (PRODUCTION)
 - e. Enter your station number
 - f. Select OK

Printer Functions			2
> Printer Fun	ctions		
Select Option:	*		
Designate	Printer(s)	-	
□ Hardcopy Prin	ter Address		
IF Ticket Printer A	Address		123456
	Type of Ticket Print Routine:		2A
	Station Number:		11111111
□ Bag Tag Printe	er Address	+	
□ Save values as	s defaults		
	1		
QK			<u>C</u> ancel

- 2. When the Printer Response window displays, ensure it states "Printer OK Response".
- 3. Select OK

4. The **Printer OK Response** should display.

3. CLOSE PREVIOUS DATE ACCOUNTING REPORT

It is very important that all agents close their Accounting Reports at the end of their shift daily. If you fail to close your report for the previous day, upon designating a printer you will receive the following error message and or Sabre system will close your agent sales report midnight same day.

If you fail to close your report for the previous day, upon designating the printer you will receive the following error message below and or system also does not auto close your report it will be necessary to display the previous day's report first.



- 1. Select Agent Sales Report
- 2. Select Accounting
- 3. Select Display Accounting Report.

elect Option:	*	
Display Accourt	ntina Report	
Close Account	A Company of the Second S	*
Print & Close A	accounting Report	
Update Remar	ks in Report	
Close Account	ng Report w/o Display	

- 4. Select OK.
- 5. Select By Date.
- 6. Enter the date of the report on the Display Accounting Report window.
- 7. Select By Station Number.
- 8. Enter the station number.

>	Display Accounting Report		
	IF By Date		
	IF By <u>S</u> tation Number		+
	C Additional Display Options		
	☐ Print Report		
	Enter BLAN	< for Today's Report	
			Cancel

9. Select OK.

By Date		04 3.4	y	87
By Station Number		22282392		
Additional Display Options	+			
Print Report				
Enter BLANK		y's Report		

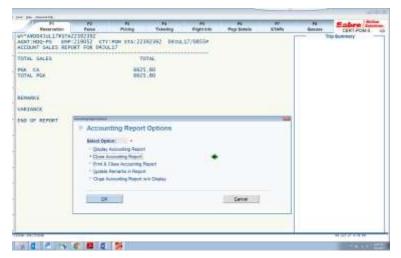
- 10. When the report displays, follow the Close Accounting Report procedures to close the Accounting Report.
- 11. When you select OK, Interact displays the ASR Report Options.

	Faree	Printing	Tabeting	Fight Into	Page Datalia	17484
NV*A400430L1745TA AGNT:HDQ-P5 ENP ACCOUNT SALES REPO	219032 CTV #T FOR 0420	4.17				
TOTAL SALES			OTAL			
PGK CA TOTAL PGK			5,80 5,80			
REMARKS						
VARIANCE						
> Agent Sales R	inort.					
Agent Sales R	IINEL ETVINO	e 574-22982993	64316127/8853#			
HART HERE PL DIPL	IINEL ETVINO	1 314-22982992 1014	94316.D7/88559			•
ADAT SOL PL DIF	IINEL ETVINO		64.10.17/9853+			•
ADAT SOD PS DPF ACCOUNT SALES REPO	IINEL ETVINO	107.00	94.34,17/9853+			•
ABAT ADQ-PEL DAP ACCOUNT SALAS RAPO TOTAL SALAS PGA GA TOTAL PAR	IINEL ETVINO	107.00	6434L27/9853#			•
AGAT SOL PE DP ACCENT SALES REFO TOTAL SALES PA CA TOTAL PR ATTAL	IINEL ETVINO	107.00	643a.12/1855+			•
AGAT HELE-PEL EVALUATION CONTRACT AND A STATEMENT AND A STATEM	IINEL ETVINO	107.00	6434LD/9853+			

Screen:

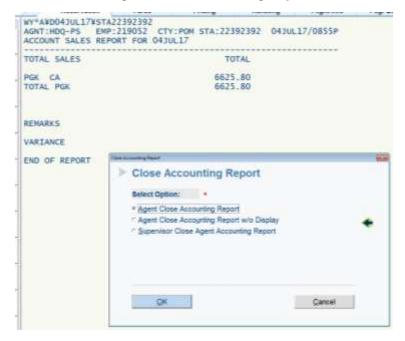
Agent Sales Report Displays

Screen: Close Accounting Report



Screen:

Agent Close Accounting Report



Screen:

Verify Cash and Check Amounts

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	ASPORT FOR D420L17	
TOTAL SALES	TUTAL	
POR CB	6625,90	
ENANS		
INCOME.		
DID OF REPORT	enter an fact fact fact	
	> Close Accounting Report: Agent Close	
	Diver Cost and Check Adventure	
	CARL POX INITIAL +	
	and the second se	International Academics
	24	Caroli
AGNT:HDQ-PS ACCOUNT SAL	17%57A22392392 EMP[219052 CTY:POM STA:22392392 0420L17/0855P ES REPORT FOR 0430L17	
AGNT:HDQ-PS ACCOUNT SAL	EMP:219032 CTV:POM STA:22302392 0430L17/0855P ES REPORT FOR 0430L17	
AGNT:HOQ-PS ACCOUNT SAL TOTAL SALES PGK CA	EMP[219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL 6625.80	
AGNT:HOQ-PS ACCOUNT SAL TOTAL SALES PGK CA	EMP:219052 CTV:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL	
AGNT:HOQ-PS ACCOUNT SAL TOTAL SALES PGK CA	EMP[219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL 6625.80	
AGNT:HOQ-PS ACCOUNT SAL TOTAL SALES PGK CA YOTAL PGR	EMP[219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL 6625.80	
AGNTIHOQ-PS ACCOUNT BAL TOTAL SALES PGK CA TOTAL PGK REMARKS	EMP[219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL 6625.80	
AGNTIHOQ-PS ACCOUNT BAL TOTAL SALES PGK CA TOTAL PGK REMARKS	EMP[219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL 6625.80	
AGNT HOQ-PS ACCOUNT TAL TOTAL SALES PGK CA TOTAL PGK REMARKS VARIANCE	EMP[219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL 6625.80	
AGNT:HOQ-PS ACCOUNT SAL TOTAL SALES PGK CA	EMP:219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 T0TAL 6625,80 6625.80	12
AGNT HOQ-PS ACCOUNT SAL TOTAL SALES PGK CA TOTAL PGK REMARKS VARIANCE	EMP[219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 TOTAL 6625.80	
AGNT HOQ-PS ACCOUNT SAL TOTAL SALES PGK CA TOTAL PGK REMARKS VARIANCE	EMP:219052 CTY:POM STA:22192392 0430L17/0855P ES REPORT FOR 0430L17 T0TAL 6625,80 6625.80	Garcel

** Prompt: AGENT SALES REPORT CLOSED. SIGN IN AGAIN..SELECT "YES"

⊳Sign In		
Employee Number:	•	•
Password:		
Airline Code / Suffix:		
Duty Code:	F	
f" Designate Printers		
OK	Cancel	

ENTER REQUIRED INFORMATION:

EMPLOYEE #/PASSWORD/DUTY CODE/DESIGNATE PRINTER

4. CLOSE AN ACCOUNTING REPORT WITH OVERAGE OR SHORTAGE

After you complete the fill-in mask for closing amounts, if any amounts entered do not equal the amount in the Accounting Report, the Agent Sales Report programming automatically displays the Explanation window and you must enter a reason for your overage or shortage.

The following is an example Explanation window, which displays a shortage:

Enter Explanation fo	r amount:	
PGK 2.00	SHORT	
		•
OK		Cancel

The following is an example Explanation window, which displays an overage:

CA CAD	PGK 20.00	OVER	
			•
-			

The following is an example, overage and shortage Explanation display, which displays both in blue:

- A minimum of 5 characters must be entered and up to 200 characters can be added for the remarks field.
- A space is considered a character but cannot be in the first space or the fifth space in the remarks line.
- If you entered an incorrect amount in the previous mask, you can clear and reset using the (ESC) key after the Overage / Shortage prompt, the Accounting Report remains open.

Upon successful completion of the remarks mask for the overage and / or shortage, the closing screen response is as follows:

Lines are added to the bottom of the Accounting Report to indicate the report has been closed, including the applicable remarks. See the following example:

 VARIANCE
 ¶

 FOUND ·EXTRA ·CASH
 ¶

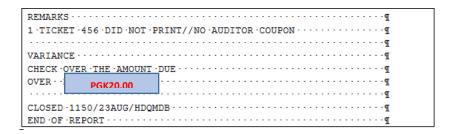
 CLOSED ·0917/07APR/HDQ1TG
 ¶

 END ·OF ·REPORT
 ¶

4.1 REMARKS AND VARIANCES - ACCOUNTING REPORT

The Remarks and Variance sections are at the bottom of the Accounting Report display. The Agent Sales Report allows you to add up to two (2) remarks to your open Accounting Report. You can also modify or delete the remarks.

The variance shows any overage or shortage in the cash drawer after the report has been closed. The information comes from the data the agent provides during the close function.



4.2 REMARKS IN AN ACCOUNTING REPORT

The Agent Sales Report allows you to add up to two (2) remarks to your open Accounting Report. These appear in the Remarks section of the report after you add each one. The Agent Sales Report automatically numbers the remarks as you add them. You can modify and delete Remarks as well.

4.2.1 Additional information for using Remarks:

The Accounting Report must be open, and only the agent who opened it can update the remarks.

The Remarks section of the Accounting Report will be updated after entering each remark.

- Remarks do not transfer to the Station Summary.
- Remarks are not included in the office file.

Use the following steps to add remarks in your Report.

- 1. With the Accounting Report open in the work area, select Accounting.
- 2. Select Option: Update Remarks in Report.
- 3. Select OK.

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O OF REPORT

TOTAL SALES		TUTAL		
PGK CA		1070.70 1070.70		
LEMARKS				
VARIANCE				
END OF REP	Display Accounting Report	-		-
accountrate	> Display Accounting	Report		
	T By Date	1000.000		
	C By Station Humber			
	C Additional Display Option	una.		
	C Print / Email			
	Contraction and the second	Enter BLANK for To	sday's Report	
			and the second second	
	OK		0	ncei
	ax		0	ncei
	<u>ak</u>		0	ncei
	CHP:003713 CTV:POH STA	22392672 1484		ecet
AGNT: HOOMEA		22392672 1484A		ncei
ACCOUNT SALE TOTAL SALES PSK CA	ENP:003713 CTV PCM STA S REPORT FOR 14MAV18	TOTAL 1079.70		ncei
AGNTIHOGNEA ACCOUNT SALE TOTAL SALES	ENP:003713 CTV PCM STA S REPORT FOR 14MAV18	TOTAL		ecel
AGNT: HOQHEA ACCOUNT SALE TOTAL SALES PGK CA TOTAL PGK	ENP:003713 CTV PCM STA S REPORT FOR 14MAV18	TOTAL 1079.70		ecei
ACAT HOPEA ACCOUNT SALE TOTAL SALES PER CA TOTAL PER REMARKS	ENP:003713 CTV PCM STA S REPORT FOR 14MAV18	TOTAL 1079.70		000
ACAT HOPEA ACCOUNT SALE TOTAL SALES PER CA TOTAL PER REMARKS	ENP:003713 CTV PCM STA S REPORT FOR 14MAV18	TOTAL 1079.70		000
ACAT HOPEA ACCOUNT SALE TOTAL SALES PER CA TOTAL PER REMARKS	ENP:003713 CTV:PCM STA 5 REPORT FOR 14MAY18	TOTAL 1079.70		ncol
ACCULAT SALE ACCULAT SALE TOTAL SALES PEX CA TOTAL PER REMARKS VARIANCE > Agent Sa	CHP:003713 CTV:PCH STA S REPORT FOR 14944V18	TOTAL 1079.70		
ACCULAT SALE TOTAL SALES PEX CA TOTAL ALES PEX CA TOTAL PER REMARKS VARIANCE Agent Sa ACCOUNT SA	CHP:003713 CTV:PCH STA S REPORT FOR 14944418	TOTAL 1079, 79 1070, 79		
ACCULAT SALE ACCULAT SALE TOTAL SALES PEX CA TOTAL PER REMARKS VARIANCE > Agent Sa	CHP:003713 CTV:PCH STA S REPORT FOR 14944418	TOTAL 1070, 76 1076, 70		

2000F -				
WY*A AGNT:HDOMEA EMF:003713 ACCOUNT SALES REPORT FOR 1	4MAV18	14MAY18/1437		
TOTAL SALES	TOTAL			
PGK CA TOTAL PGK	1070.70 1070.70			
REMARKS				
VARIANCE				
END OF REPORT				
Accounting Report: Remarks				and the
Accounting Report: Rer	narks			
Select Option:				
C Delete Remarka				
* Abit Remarks		IQUIDIZAZI PISKSST IT REFU	ED TO SPISH AS	1000
P Modify Remarks	CASH			•
OK			Catcol	
			TY-Solida	_

4.2.2 Add Remarks

To add remarks:

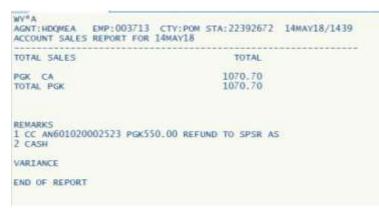
- 1. Select Add Remarks (Eg: CC AN6010200002523 REFUND TO SPSR AS CASH)
- 2. Enter Free text remarks (up to 200 characters in each of the two remarks fields).
- 3. Select OK.



1. Select OK when the remarks are processed successfully.

Remarks processed st	uccessfully.	
~	OV.	
	QR	

The following is an example of the response in your work area:

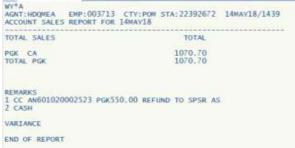


4. Select an option from the Account Report: Remarks window.



2. Select OK when the remarks are processed successfully.

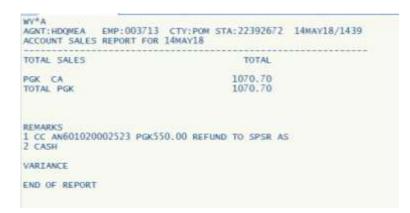




1. Select an option from the Account Report: Remarks window.

Pleter Remarks		•	
C Ast Remarks	+11		
C Modily Remarks			

The following is an example of the response in your work area:



2. Select an option from the Account Report: Remarks window.

Accounting	Report: Remarks		
elect Option:			
P Delote Remarks		+	
↑ Add Remarks			
C Modily Remarks			
			2204222

4.2.3 Delete Remarks

When the Delete Remarks option is selected.

- 1. Select Delete Remarks under Select Option.
- 2. Enter the line number of remarks to delete (leave it blank if only one line number exists).
- 3. Select OK.

F Dekte Remarks	*	•	
C AddRemarks	4/s		
C Modily Remarks			

4. Select OK when the remarks are processed successfully.

	(M)
Remarks processed successfully.	
•	
-	
N	

4.2.4 Modify Remarks

To Modify Remarks:

- 1. Select Modify Remarks
- 2. Edit the remarks.
- 3. Select OK



4. Select OK when the remarks are processed successfully.



Once entered, the remarks field will show with free text as in the following example.



5. CLOSING AN ACCOUNTING REPORT

You must close your Agent Sales Report at the end of your day or end of your shift. Even if no tickets were issued, a ticket printer was assigned and therefore an Agent Sales Report was opened and must be closed.

1. Select Display Accounting Report



2. **Select** Display Accounting Report

An ASR must be displayed on screen before it can be closed unless you select the w/o display option.

3. Click "OK"

P By Date	De July	· 17
- By Station Number	02392392	
Additional Display Options	+	
Print Report		
Enter BLAN	WK for Today's Report	

Once you have displayed the report, reopen the Accounting Report Options window.

4. Select Close Accounting Report from the Menu bar and sub menu Agent Sales Report



5. Select the Agent Close Accounting Report on the Close Accounting Report window.



6. Select OK

If the Accounting Report was not previously displayed, the following error window displays.



7. Select OK.

00002 PAPA/LIMA MR

E 6562100012088

00003 PAPA/JULIET MRS

00004 YANKEE/MIKE MR E 6562100012099

00005 YANKEE/INDIA MRS

E 6562100012100

E 6562100012089

PNR-VGZJWG

PNR-VGZJWG

PNR-FKLUNC 973.30 1534

7C053E

973.30 1534

7C053E

4068.80 1540

7C053E

4068.80 1540¥

8. You must reconcile your cash and check amounts on the Close Accounting Report: Agent Close window

PNR-FKLUNC

The system determines which currencies were collected.

CA PGK

CA PGK

IN PGK

IN PGK

If there were multiple currencies represented on this report with Cash or Check form of payment, enter each currency and the applicable amounts for CA - Cash and CK - Check forms of payment.

- **Note** Interact has made changes to add three columns for both Cash and Check verses the 2 columns seen below. It also has enhanced the amount area to handle 17 character amounts as part of the Ticketing Field expansion effort.
- 9. Enter the amounts from your drawers.
- 10. Select OK.

** Note: If no amount is entered, the window will display again for you to complete.

Once you complete the mask and balance your bank, the accounting report will close as you can see

in the following example:

Reserved		Pring	Totaling	Phyre bills	Page Data Inc.	11474	Servers .	100
	ALFORT FOR DAXA	100 518-222	82382 04248	17/0855#				i Butte
TOTAL SALES		11	1 M.					
POK CA. TUTH, POK		6625						
-								
TAKENNEE								
DE IP HONE	 Close Account Bare Task and D Cont P0 	nik Antone	t Agent Cle	se.				
	OK .					i Ce	ter i	

```
ACCOUNTING 'RPT 'CLOSED -- 'F0010 ······ ¶
U0.A.B.C.D.E.F..SIGNED 'OUT ····· ¶
```

You are automatically signed out once this process is complete and the system then asks if you wish to sign in again.

1	Agent Sales Report Closed. To sign in again, select yes				
	Yes +	Na	Catcel		

If you attempt to re-designate a printer within a 12 hour period, the Agent Sales Report programming will ask you if they wish to reopen the same Agent Sales Report or if you wish to leave the original ASR closed and open a new ASR.

- 11. Select either Reopen Report or Open New Report.
- 12. Select OK.

Sales Repor	t is Closed	
Select Option:	*	
C Dpen New Rep	Inc	*
C Reopen Report		
-		
QK		

Note If more than 12 hours have passed since the original Agent Sales Report was opened, this window will not display.

6. ACCOUNTING REPORT AUTO CLOSE FUNCTION

After the period of days indicated by your airline (up to a maximum of 12 days) the system automatically closes any open Station Summary Reports. At that time any open agent Accounting Reports will also be closed.

When the system automatically closes an Accounting Report, a line is added to the bottom of the Report to indicate that the report has been closed. In the place where the Employee Number and Station Number usually appear will be the text "AUTO-CLOSED"

If an Accounting Report is not closed by the agent or supervisor, it will automatically close after a set period of days (as indicated in the PX Reservations profile). After an automatic closing no adjustments can be made for overages and/or shortages.

The response in the Accounting Report is similar to the following example:

CLOSED 1734/22APR/AUTO-CLOSED¶

6.1 CLOSE PREVIOUS DATE ACCOUNTING REPORT

It is very important that all agents close their Accounting Reports at the end of their shift daily.

If you fail to close your report for the previous day, upon designating a printer the next day, you will receive the following error message:

```
      W*2A2484FA12990961
      ¶

      NEED 'TO 'CLOSE 'THE 'CURRENT 'OPEN 'SALES 'REPORT '- 'F0010
      ¶

      SALES 'REPORT 'OPEN 'ON '2013-04-02
      ¶
```

It will be necessary to display the previous day's report first.

- 1. Select Agent Sales Report
- 2. Select Accounting

counting Report Options		
Accounting	Report Options	
Select Option:		
# Display Account	ang Report	
Close Account	ng Report	+
C Ennt & Close A	ccounting Report	
C Ljodate Remark	a in Report	
C Close Accounts	ng Report w/o Display	
200		Council
20%		Cancel

- 3. Select Display Accounting Report.
- 4. Select OK.
- 5. Select By Date
- 6. Enter the date of the report on the Display Accounting Report window.
- 7. Select By Station Number.
- 8. Enter the station number.
- 9. Select OK.

When the report displays, follow the Close Accounting Report procedures to close the Accounting Report.

Display Accounting Report		×
Display Accounting Report		
₩ By Date		•
₽ By Station Number	•	
C Additional Display Options		
☐ Print Report		
Enter BLANK for	Today's Report	
QK	Ca	incel

10. CLOSE AN ACCOUNTING REPORT WITHOUT DISPLAY

You can close your Accounting Report without first displaying it, however, if you have cash or check forms of payment on your report, you must still input these amounts before you can close the report.

To close your Accounting Report without displaying it:

1. Select Agent Sales Report.

2.	Select	Accounting
----	--------	------------

Agent Sales Report		Accounting
Vessage -	•	Sales Summary
⊊alovietor		Gredit Card
Calendar		Ias
Contensions	81	Detail
Weather		Station Symmary
City Tang/ Elapsed Time		Station Manager
Sabre ATLAS		Hanual Doc
Brinum Connect Times		good Options
Days Calculator		Add TK / TE Item
Cymency Conversion		Bodispiny / Print
QMAS		Eage Lip / Down
Baggage Tracing		Tidget Check Digit
Bessenger Facility Charges		Agent List
Define Quick Keys		Egosphion Report
Watchlet	17	
Send Nanual Entry		
watchink to CSV		
VCR List to CSV Elle (FIM)		

- 1. Select Close Accounting Report w/o Display.
- 2. Select OK.

Accounting Report Options	
Select Option: •	
C Display Accounting Report	
Close Accounting Report	*
C Erint & Close Accounting Report	
C Llodate Remarks in Report	
# Cloge Accounting Report w/o Display	
	Cancel

- 3. Select Close Accounting Report w/o Display.
- 4. Select OK.

Accounting Report Options	
Select Option: +	
C Ensplay Accounting Report	
Close Accounting Report Ent & Cose Accounting Report	•
C Uptage Remarks in Report	
# Cloge Accounting Report we Driptay	
(48)	Carcel

Enter the total in the Agent Close window if you have Cash or Check form of payment on your

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Agent Sales Report (If applicable).

5. Select OK.

Close Accounting Report: Agent Close	
Enter Ceath and Check Anseunts Ceath: PGK	

If you did not have Cash or Check funds, the window does not display, instead the following response displays indicating you have closed your Agent Sales Report:



11. PRINT AND CLOSE AN ACCOUNTING REPORT

If required, the report can be simultaneously closed and printed.

- 1. Display the Accounting Report.
- 2. Select Display Accounting Report.
- 3. Select Print & Close Accounting Report.
- 4. Change number of copies (if applicable)
- 5. Select OK.



6. Continue the previously discussed steps to Close Accounting Report.

12. SALES SUMMARY REPORT

Use the following steps to display the Agent Sales Report - Sales Summary

1. Select **Tools** from the menu bar.

Agent Sales Report		Accounting
Message	•	Sales Summary
⊆alculator		⊆redit Card
Calendar		Iax
Con <u>v</u> ersions	•	Detail
<u>W</u> eather		Station Symmary
City Time/ Elapsed Time		Station Manager
Sabre ATLAS		Manual Doc
Minimum Connect Times		Void Options
Days Calculator		Add TK / TE Item
Cyrrency Conversion		Redisplay / Print
BMAS		Page Up / Down
Baggage Tracing		Ticket Check Digit
Passenger Facility Charges		Agent List
Define Quick Keys		Exception Report
Watchlist	T	
Send Manual Entry		
Watchlist to CSV		
VCR List to CSV Eile (FIM)		

- 1. Select Agent Sales Report.
- 2. Select Sales Summary Report.

The Sales Summary Report window displays.

Sales Summary Report		
Dy Date or Date Range	+	
Py Station Number		
Additional Display Options		
C Brint Report		
	Enter BLANK for Today's Report	
0X -		Carcel

2. Select the desired option.

Note You can select an individual option or a combination of these options. These options are discussed on the following pages.

Options available with the Station Summary Report include:

- Additional Display Options
- By Date or Date Range
- By Station Number
- Print Report
- 3. Select OK

9.1 SALES SUMMARY REPORT BY CURRENT DATE / CURRENT STATION

Use these steps to display the Sales Summary Report for today's date and the station you are signed into.

- 1. Select **Tools** from the menu bar.
- 2. Select Agent Sales Report

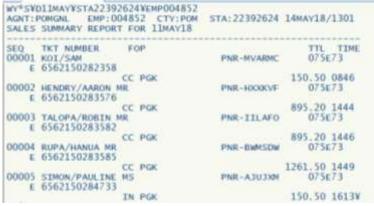
3. Select Sales Summary

The Sales Summary window appears.

Sales Summary Report		
" By Date or Date Range	•	
T By Station Number		
Enditional Display Options		
Erint Report		
	Enter BLANK for Today's Report	

- 4. When pulling up current station and date, no action is needed.
- 5. Select OK.

The following is an example of the Agent Sales Summary Report that displays in your work area.



This example includes multiple pages of data indicated by the Cross of Lorraine (‡) at the end of the last line of the display. To view additional pages of information in the report, or to move up

/down, top / bottom follow the procedures below;

- 6. Select Tools from the menu bar.
- 7. Select Agent Sales Report
- 8. Select the Page up / Down option.
- 9. Select the applicable option from the Page Up / Down window
- 10. Select OK



9.2 DISPLAY EXPLANATION

The following is a similar example Agent Sales Summary Report which we will use to explain how to read the Sales Summary Report displays.

WY*S¥D11MAY¥STA22392624¥EMP004852 AGNT:POMGNL EMP:004852 CTY:POM STA:22392624 14MAY18/1301 SALES SUMMARY REPORT FOR 11MAY18

TTL TIME SEQ TKT NUMBER FOP 00001 KOI/SAM PNR-MVARMC 075E73 E 6562150282358 CC PGK 150.50 0846 00002 HENDRY/AARON MR PNR-HXXKVF 075E73 E 6562150283576 CC PGK 895.20 1444 00003 TALOPA/ROBIN MR PNR-IILAFO 075E73 E 6562150283582 CC PGK 895.20 1446 00004 RUPA/HANUA MR PNR-BWMSDW 075E73 E 6562150283585 CC PGK 1261.50 1449 00005 SIMON/PAULINE MS PNR-AJUJXM 075E73 E 6562150284733 IN PGK 150.50 1613¥

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¥

CREDIT AMOUNT

*** TOTAL DAILY SALES CASH/CHECK AMOUNT PGK 3202.40 0.00 3202.40 IN 150.50 END OF REPORT

9.3 HEADER

The following is an example header section of the Sales Summary Report.

AGNT: POMGNL EMP:004852 CTY: POM STA: 22392624 14MAY18/1301 SALES SUMMARY REPORT FOR 11MAY18

The following fields are included in the header section.

Field	Description
AGNT	EPR city and agent sign for the issuing agent
EMP	The employee ID for the issuing agent
СТҮ	The AAA city where the ticket documents were issued
STA	The Station Number of the city where the ticket documents were issued.
06JUL16 /1128A	The date and time when you displayed the Sales Summary Report. This is different than the date the transactions occurred.
SALES SUMMARY REPORT FOR 06JUL16	The date when the Sales Report was opened.

9.4 **SEQUENCE NUMBER / TRANSACTIONS**

The system captures transactions in sequential order of issuance and assigns a sequence number which are default displayed in ascending order. The report always displays the transaction information as follows:

- The transactions display in ticket issuance order.
- Time of issue is station local time.
- Sequence numbers are in ascending order for the entire report requested.
- Form of Payment (FOP) totals display at the bottom of the Sales Summary Report.

SEQ TKT NUMBER FOP TTL TIME					
00001 KOI/SAM		PNR-MVARMC	075E73		
E 6562150282358					
CC PGK	150.50 (0846			

Field	Description					
00001	Sequence Number					
KOI/SAME	Passenger Name					
	Note When a PTA is issued, the name of the purchaser is displayed in the Sal Summary Report. This is because the PTA may be purchased by a cre card by someone other than the passenger.					
MVARMC	Passeng	er Name Record (PNR)				
075E73	LNIATA of the Ticket Printer assigned					
V	Status Code:					
	CV	Compensation Voucher	OS		ersale Voucher	
E		Even Exchange	RF	Re	fund	
	EI Even Exchange Ignored RP		Pa	rtial Refund		
	EO	Exchange Overage	RV	Re	fund Voucher	
	ES	Exchange Shortage	V	Vo	ided	
E	Form Type:					
	BAG	Excess Baggage Ticket		RFD	Refund Doc	
	CRG	Cargo / Priority Parcel		SCR	Senior Coupon	
	FIM	Flight Interrupt Manifest		SST	Spcl Svcs Ticket	
	MCO	Misc Charge Order		TAT	TAT ticket	
	MPD	Multi-Purpose Document		ткт	All Tickets	
	MSR	Misc Sales Receipt		TUR	Tour Order	
	PAS Non Revenue Ticket		VCH	Voucher		
656217215744 Ticket Number 6						
CC	Form of Payment (FOP):					
	CC	C Credit Card				
	СК	Check or Cashier's Check				
	СТ	Certificate				
	GR	Government Transportation Request				
	IN	Invoice				
	MP	All Multiple Form of Payment trans	action			
	PT	Prepaid Ticket transaction				
	ET	All exchanges including even and	add co	llect		

	RC	Refund Check (Station Draft)				
	ΤV	Transportation Voucher whether for full or partial repayment				
	XX	Other form of payment				
USD	Currenc	Currency				
0.00	Base Fare					
0.00	Тах					
0.00	Total Fare Including Tax					
0947A		e transaction was actually made - local station time. (depending on settings airline, maybe in 12 hour or 24 hour format)				

9.5 TOTAL DAILY SALES

At the bottom of the display is the total of all sales for the day which includes:

- Total sales by form of payment
- Total sales by currency
- Total exchange amounts
- Total refunds by form of payment.

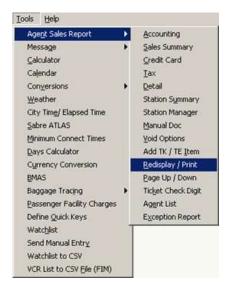
```
*** TOTAL DAILY SALES CASH/CHECK AMOUNT CREDIT AMOUNT
PGK 3202.40 0.00 3202.40
IN 150.50
```

9.6 REDISPLAY / PRINT A SALES REPORT

Use the Redisplay / Print Option when the screen is cleared and you want to review the last Agent Sales Report displayed or print the last report that was displayed on the screen.

You must be signed into a hardcopy printer.

- 1. Select Tools.
- 2. Select Agent Sales Report.
- 3. Select Redisplay / Print



4. Select Option: Redisplay Sales Report in AAA from the Redisplay / Print Report.

OR

Select Option: Print last Sales Report screen displayed.

5. Enter the number of Sales Reports to be printed (defaults to 1).

lect Option: *		
Redisplay Sales Report in /	8.8.8.	
C Print last Sales Report scre	en displayed.	

6. Select OK

9.7 TICKET CHECK DIGIT

Occasionally it may be necessary for you to obtain or validate the check digit number for certain manual documents.

When this occurs, follow the following steps.

- 1. Select Tools.
- 2. Select Agent Sales Report.
- 3. Select Ticket Check Digit.

Enter the Ticket Number in the Check Digit window.

Check Digit		×
> Check Digit		
Ticket Number: *		+
QK	Cancel	

4. Select OK.

The response is the check digit display on screen as shown in the following example.



5. Select whether to place the ticket number in the note pad in the window.

1	Place ticket number in note p	ad?	
	Y++ +	Bio	Cancel

6. If you select Yes, the Note Pad window displays with the ticket number, displays on the main screen.

Note Pad	
The second secon	
ALCO ALCO ALCO ALCO ALCO ALCO ALCO ALCO	
Enter Bi	ank to Clear Notingad
P Display an main screen	

7. Select OK to save and close.

The response is the ticket number and check digit display in blue notepad located at bottom of the screen.

hift + F12	
EP X	6564022037411.6

9.8 VOID / REVERSE VOID OPTIONS

You can void any document directly from your own Sales Report. This includes automated documents as well as those you manually add. How it works:

- You can only void documents you issued.
- A ticket can ONLY be voided the same day it was issued.
- Your Sales Report must still be open. After you close the report, you cannot void a transaction.
- You must be designated to a ticket printer.
- After displaying the Sales Summary or Detail Report, you specify the items you want to void.
- You must confirm the void operation before the process is complete.
- The current sales report screen remains in your work area.
- The system updates the status in the database to show the items as voided. For automated tickets, the Ticketing field in the PNR is also be updated to show the item is voided.

Use the following steps to void tickets from your ASR:

- 1. Display your Sales Summary report in your work area unless you are voiding a transaction in a PNR.
- 2. Select Tools.
- 3. Select Agent Sales Report.
- 4. Select Void Options.



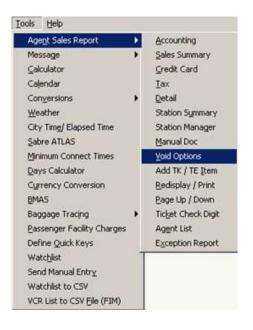
- 5. Select Void Options window.
 - Void Transaction in PNR
 - Void item from report
 - Reverse Void from report.

ed Options	
Void Options	
Select Option:	
# Mold Transaction in PNR	+
C Void tem From Report	
C Beverse Void From Report	

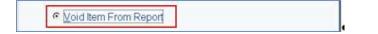
9.9 VOID ITEM FROM A SALES REPORT

To void an item from your Sales Report, the report must be displayed.

- 1. Display your ASR in your work area.
- 2. Select Tools.
- 3. Select Agent Sales Report.
- 4. Select Void Options.



- 5. Select Void Item from Report.
- 6. Select OK.



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- 7. Select Item Number(s) on the Void window.
- 8. Enter the items (sequence) numbers of the items to be voided.

AND / OR

- 9. Select Item Range.
- 10. Enter the item (sequence number range).

OR

- 11. Leave the fields blank to void from Detail Report.
- 12. Select OK.

F Rem Number(s)		
and / or		
P frem Bange	•	
Si	bmit blank to void from Detail Report.	

13. On the Confirm Void window, enter Y to confirm the void transaction.

OR

- 14. Enter N to ignore the void transaction.
- 15. Select OK.

d			×
onfirm Void			
	Are you sure you want to Void Transaction (Y/N)?	Γ	٠
QK	Cancel	1	

If you entered Y, the response displays on screen similar to the following example:

WYX00001 · · · · · · · · · · · · · · · · ·	
REENTER 'TO 'VOID 'ITEM/S 'F0006 ····· '¶	
WYX00001 · · · · · · · · · · · · · · · · ·	
VOIDED ·F0006 · · · · · · · · · · · · · · · · · ·	

9.10 REVERSE VOID FROM REPORT

The Reverse Void option allows you to reactivate voided ticket items on the Sales Summary and Detail. You can only reverse your own void transactions.

A paper ticket can be reactivated after being voided, under the following conditions:

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- The reinstatement must be done within the same day the ticket was issued.
- The Sales Report must be displayed before this transaction can begin.
- Vou must have your ASR open in your work area.

Note Reverse Void applies only to <u>Paper Ticket</u> documents (automated and manually entered). You **cannot** reactivate electronic tickets or any non-flight document.

10. ADD TK / TE ITEM

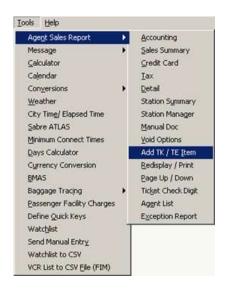
This option is provided to permit PNR update for when the issuance of a ticket or other document was notated in the Agent Sales Report, but was not notated in the ticketing field of the PNR due to a system malfunction. You can add a **TK (paper ticket indicator)** or a **TE (electronic ticket indicator)**, plus the document number, to the Ticketing field of a Reservations record (PNR). Only the issuing agent may add the ticket number to the PNR using the Add TK / TE Item option.

The following must be true in order to use this function:

- You must have the PNR displayed.
- The ticket number must be present in the ticket database.
- If the ticket exists in the database as an electronic ticket, you can only add it as an electronic ticket. The same applies for paper tickets.
- The date of issue must be the same as the date in the database.
- You can only add tickets that you issued.

Use the following steps to add TK / TE to the ticketing field of a PNR.

- 1. Select Agent Sales Report.
- 2. Select Add TK / TE item.



 In the Add TK /TE Item window, select option Paper Ticket (TK). OR Select Electronic Ticket (TE).

- 4. Enter the 13-digit Ticket Number.
- 5. Add the Date of Issue.

The issue date must be the same as in your work area (AAA).

If a Conjunctive ticket, input the last two digits of the conjunctive ticket number.

6. Select OK.

Add TK. (TE Deen						H
> Add TK / TE Item						
Select Option						
# Paper Ticset - (14)						
C Electronic Taklet - (18)						
Ticket Number:		a lan	Constant of the			
Date:	÷	73	stay	÷	28.1	•
Conjunctive Tkt		-	(Let	Teo Digt	13	
				_		
. QK				- Sav	(El	

The PNR Ticket (*T) field is updated to reflect the added ticket(s).

- The passenger name in the TK/TE item added into the PNR is the name reflected in the ASR/Ticket database.
- The agent die sine in the added TK/TE item is that of the agent who issued the ticket, this data is retrieved from the ASR/Ticket database.
- The ticketing time in the added TK/TE item in the PNR is the time of ticket issuance, this data is retrieved from the ASR/Ticket database.

The following is an example response:

	and the second
Ticketing/Pricing	_
1.T-12APR-POM5MEA	
2.TE 6562150148569 EXCHA/M POM5MEA 1039/12APR (1.1-EXCHANGE/MCO MR)	
3.TK 6560420000602 EXCHA/M POM5MEA 1039/12APR	

11. ASR EXCEPTION REPORT

Overview

The ASR Exception Report provides you with a way to capture late updating documents and provide them as exception data on the ASR offline file after they update.

Exception data applies when:

I System issues impact the Agent Sales Report but ticketing continues. In this situation Ticketing is "decoupled" from the ASR so that ticketing can proceed.

Ticketing continues after the station is closed.

Several online ASR displays show the exception data when it is present. In addition, you can display an Exception Report.

Note The ASR Exception Report requires activation.

11.1 Displaying the Exception Report

You can display the Exception Report in two ways:

- By the Station and Date
- By the Station and System Time.

11.2 Display the Exception Report by Station Date

Use these steps to display a list of documents on the Exception Report by the specific Station and date.

1. Select Exception Report from the Agent Sales Report functions.



The Exception Reports window displays.

Exception Reports			
Exception Report by Station	19	stent Time	
P By Date			
By Station Number	I.	+	
Event Report			
Enter BL	WK for current date as	nd AAA station.	
200		Cah	Sev. T

- 2. Select By Date.
- 3. Enter the date. (If the report is for today, you can leave the date blank).
- 4. Station number for the report. (If the station is where you have a ticket printer designated, you can leave the Station Number blank).
- 5. Select OK.

The Exception Report is generated.