



Air Niugini

Sabre

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

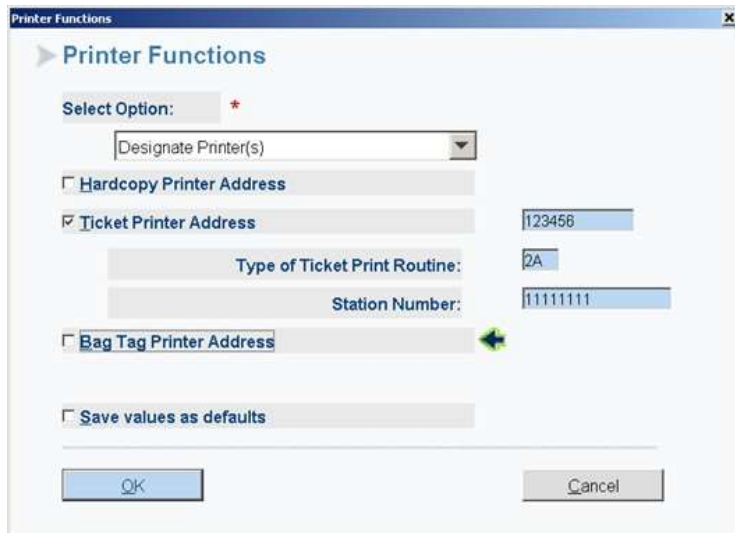
Signing into the Interact interface and assigning a ticket printer automatically signs you into the Agent Sales Report.

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**.



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



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.

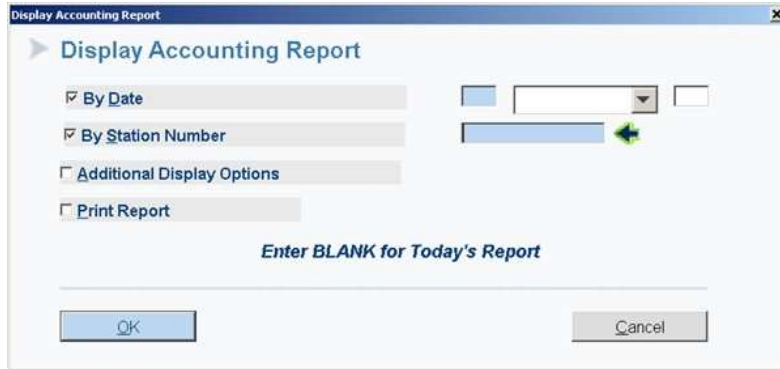
If you fail to close your report for the previous day, upon designating the printer you will receive the following error message below and or system also does not auto close your report it will be necessary to display the previous day's report first.



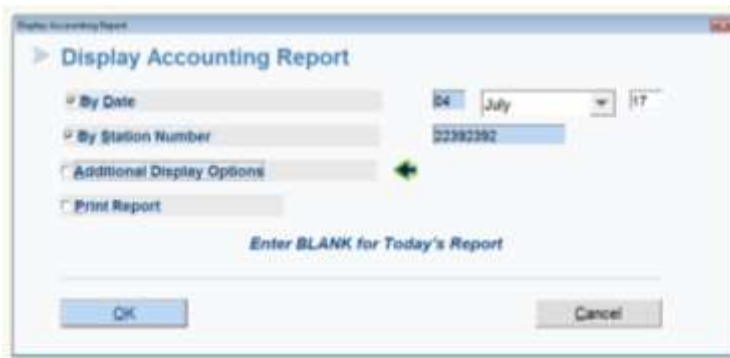
1. Select Agent Sales Report
2. Select Accounting
3. Select Display Accounting Report.



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.



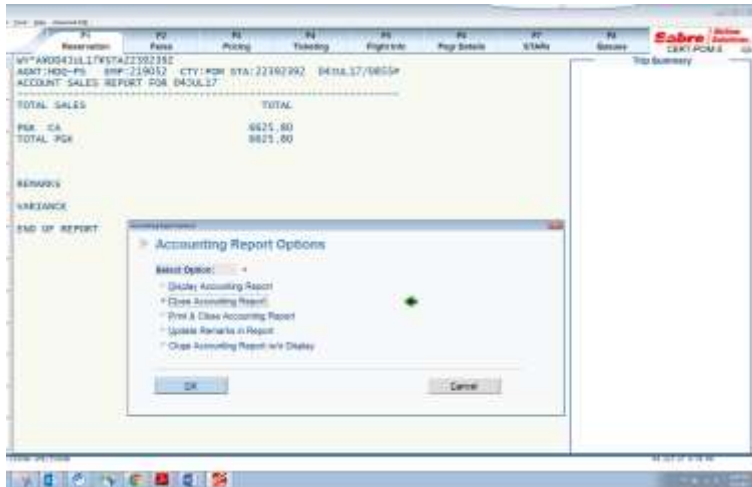
10. When the report displays, follow the Close Accounting Report procedures to close the Accounting Report.

11. When you select OK, Interact displays the ASR Report Options.

Screen: Agent Sales Report Displays



Screen: Close Accounting Report



Screen: Agent Close Accounting Report



Screen: Verify Cash and Check Amounts



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



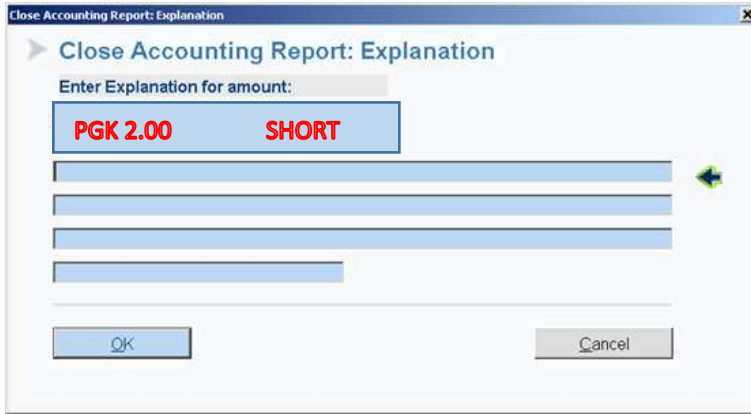
ENTER REQUIRED INFORMATION:

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:



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



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:

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

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.

```
REMARKS .....¶
1 TICKET 456 DID NOT PRINT//NO AUDITOR COUPON .....¶
.....¶
VARIANCE .....¶
CHECK OVER THE AMOUNT DUE .....¶
OVER .....¶
          PGK20.00 .....¶
.....¶
CLOSED 1150/23AUG/HDQMDB .....¶
END OF REPORT .....¶
```

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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4.2.2 Add Remarks

To add remarks:

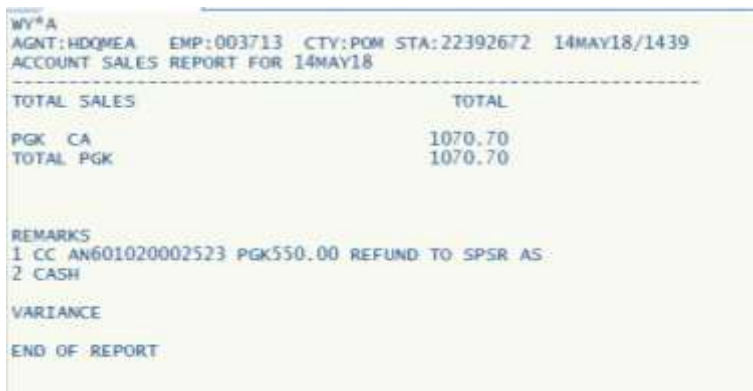
1. Select Add Remarks (**Eg: CC AN601020002523 REFUND TO SPSR AS CASH**)
2. Enter Free text remarks (up to 200 characters in each of the two remarks fields).
3. Select OK.



1. Select OK when the remarks are processed successfully.



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



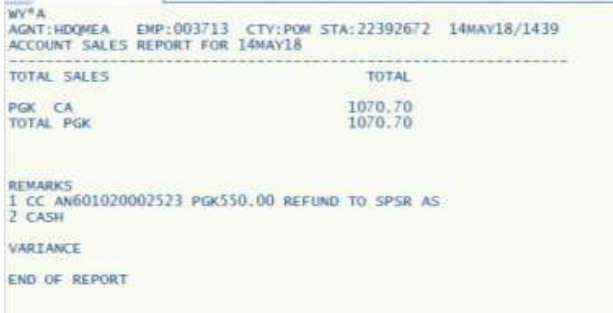
4. Select an option from the Account Report: Remarks window.



2. Select OK when the remarks are processed successfully.



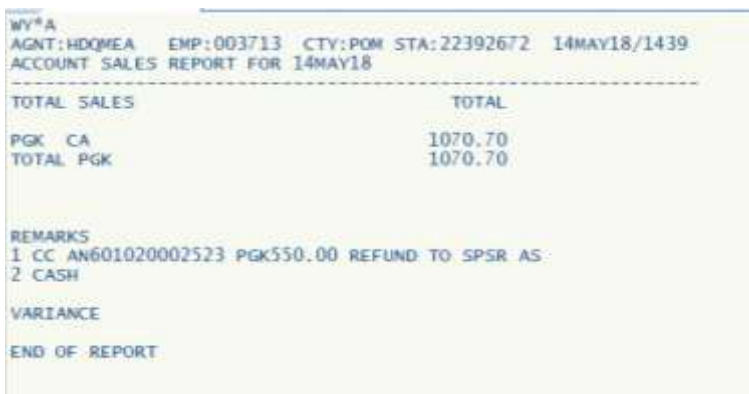
The following is an example of the response in your work area:



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



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



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



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.



4. Select OK when the remarks are processed successfully.



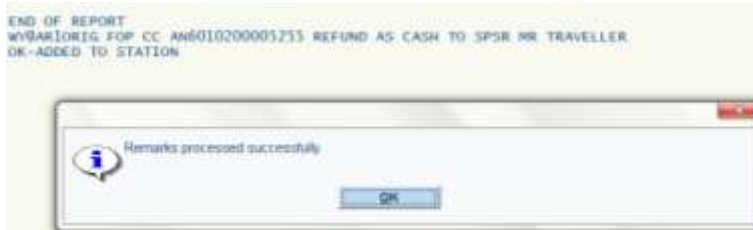
4.2.4 Modify Remarks

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"



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.

SCREEN: The Accounting Report displays on screen as shown in the following example:

```

WY*SVSTA22390314
AGNT:HDQMEA EMP:003713 CTY:POW STA:22390314 01JUN17/1756
SALES SUMMARY REPORT FOR 01JUN17
-----
SEQ  TKT NUMBER  FOP                PNR-ZVXITZ  TTL TIME
00001 AGI/ESTHER MS          PNR-ZVXITZ  7C053E
      E 6562100012081
      CA PGK                566.30 1523
00002 PAPA/LIMA MR          PNR-VGZJWG  7C053E
      E 6562100012088
      CA PGK                973.30 1534
00003 PAPA/JULIET MRS       PNR-VGZJWG  7C053E
      E 6562100012089
      CA PGK                973.30 1534
00004 YANKEE/MIKE MR        PNR-FKLUNC  7C053E
      E 6562100012099
      IN PGK                4068.80 1540
00005 YANKEE/INDIA MRS      PNR-FKLUNC  7C053E
      E 6562100012100
      IN PGK                4068.80 1540Y
  
```

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

The system determines which currencies were collected.

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:



```
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.



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.



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”**

```
CLOSED 1734/22MAR/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

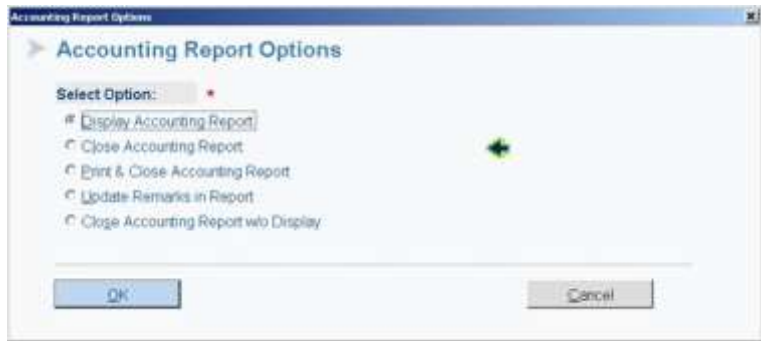
It is very important that all agents close their Accounting Reports at the end of their shift daily.

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



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.



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



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



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



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

Agent Sales Report (If applicable).

5. Select OK.



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.



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

The Sales Summary Report window displays.



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.



4. When pulling up current station and date, no action is needed.

5. Select **OK**.

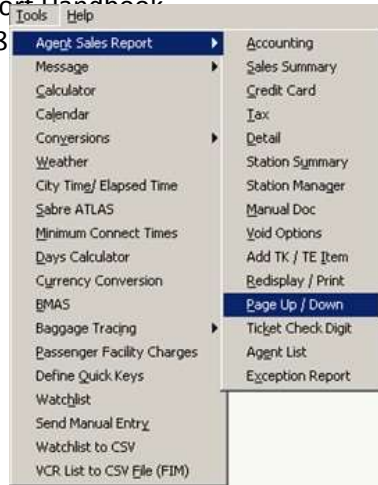
The following is an example of the Agent Sales Summary Report that displays in your work area.

```
WY* SVD11MAYSTA22392624YEMP004852
AGNT: POMGNL EMP: 004852 CTY: POM STA: 22392624 14MAY18/1301
SALES SUMMARY REPORT FOR 11MAY18
-----
SEQ  TKT NUMBER  FOP                PNR-MVARMC  TTL TIME
00001 KDI/SAM      E 6562150282358    PNR-MVARMC  150.50 0846
      CC PGK
      HENDRY/AARON MR  PNR-HXXXVF  075E73
00002 E 6562150283576
      CC PGK
      TALOPA/ROBIN MR  PNR-IILAFO  895.20 1444
00003 E 6562150283582
      CC PGK
      RUPA/HANUA MR    PNR-BWMSDW  895.20 1446
00004 E 6562150283585
      CC PGK
      SIMON/PAULINE MS  PNR-AJUXNM  1261.50 1449
00005 E 6562150284733
      IN PGK
      150.50 1613V
```

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*SYD11MAY#STA22392624#EMP004852
AGNT:POMGNL EMP:004852 CTY:POM STA:22392624 14MAY18/1301
SALES SUMMARY REPORT FOR 11MAY18

```

-----
SEQ  TKT NUMBER  FOP          TTL TIME
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#
  
```

MD

¥

```

*** TOTAL DAILY SALES CASH/CHECK AMOUNT CREDIT 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
CTY	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	

The following fields are included in the Sequence / Transactions section"

Field	Description																												
00001	Sequence Number																												
KOI/SAME	Passenger Name Note When a PTA is issued, the name of the purchaser is displayed in the Sales Summary Report. This is because the PTA may be purchased by a credit card by someone other than the passenger.																												
MVARMC	Passenger Name Record (PNR)																												
075E73	LNIATA of the Ticket Printer assigned																												
V	Status Code:																												
	<table border="1"> <tr> <td>CV</td> <td>Compensation Voucher</td> <td>OS</td> <td>Oversale Voucher</td> </tr> <tr> <td>E</td> <td>Even Exchange</td> <td>RF</td> <td>Refund</td> </tr> <tr> <td>EI</td> <td>Even Exchange Ignored</td> <td>RP</td> <td>Partial Refund</td> </tr> <tr> <td>EO</td> <td>Exchange Overage</td> <td>RV</td> <td>Refund Voucher</td> </tr> <tr> <td>ES</td> <td>Exchange Shortage</td> <td>V</td> <td>Voided</td> </tr> </table>	CV	Compensation Voucher	OS	Oversale Voucher	E	Even Exchange	RF	Refund	EI	Even Exchange Ignored	RP	Partial Refund	EO	Exchange Overage	RV	Refund Voucher	ES	Exchange Shortage	V	Voided								
CV	Compensation Voucher	OS	Oversale Voucher																										
E	Even Exchange	RF	Refund																										
EI	Even Exchange Ignored	RP	Partial Refund																										
EO	Exchange Overage	RV	Refund Voucher																										
ES	Exchange Shortage	V	Voided																										
E	Form Type: <table border="1"> <tr> <td>BAG</td> <td>Excess Baggage Ticket</td> <td>RFD</td> <td>Refund Doc</td> </tr> <tr> <td>CRG</td> <td>Cargo / Priority Parcel</td> <td>SCR</td> <td>Senior Coupon</td> </tr> <tr> <td>FIM</td> <td>Flight Interrupt Manifest</td> <td>SST</td> <td>Spcl Svcs Ticket</td> </tr> <tr> <td>MCO</td> <td>Misc Charge Order</td> <td>TAT</td> <td>TAT ticket</td> </tr> <tr> <td>MPD</td> <td>Multi-Purpose Document</td> <td>TKT</td> <td>All Tickets</td> </tr> <tr> <td>MSR</td> <td>Misc Sales Receipt</td> <td>TUR</td> <td>Tour Order</td> </tr> <tr> <td>PAS</td> <td>Non Revenue Ticket</td> <td>VCH</td> <td>Voucher</td> </tr> </table>	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	TKT	All Tickets	MSR	Misc Sales Receipt	TUR	Tour Order	PAS	Non Revenue Ticket	VCH	Voucher
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	TKT	All Tickets																										
MSR	Misc Sales Receipt	TUR	Tour Order																										
PAS	Non Revenue Ticket	VCH	Voucher																										
656217215744 6	Ticket Number																												
CC	Form of Payment (FOP): <table border="1"> <tr> <td>CC</td> <td>Credit Card</td> </tr> <tr> <td>CK</td> <td>Check or Cashier's Check</td> </tr> <tr> <td>CT</td> <td>Certificate</td> </tr> <tr> <td>GR</td> <td>Government Transportation Request</td> </tr> <tr> <td>IN</td> <td>Invoice</td> </tr> <tr> <td>MP</td> <td>All Multiple Form of Payment transaction</td> </tr> <tr> <td>PT</td> <td>Prepaid Ticket transaction</td> </tr> <tr> <td>ET</td> <td>All exchanges including even and add collect</td> </tr> </table>	CC	Credit Card	CK	Check or Cashier's Check	CT	Certificate	GR	Government Transportation Request	IN	Invoice	MP	All Multiple Form of Payment transaction	PT	Prepaid Ticket transaction	ET	All exchanges including even and add collect												
CC	Credit Card																												
CK	Check or Cashier's Check																												
CT	Certificate																												
GR	Government Transportation Request																												
IN	Invoice																												
MP	All Multiple Form of Payment transaction																												
PT	Prepaid Ticket transaction																												
ET	All exchanges including even and add collect																												

	RC	Refund Check (Station Draft)
	TV	Transportation Voucher whether for full or partial repayment
	XX	Other form of payment
USD	Currency	
0.00	Base Fare	
0.00	Tax	
0.00	Total Fare Including Tax	
0947A	Time the transaction was actually made - local station time. (depending on settings for your 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 SALESREPORT

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).



6. Select OK

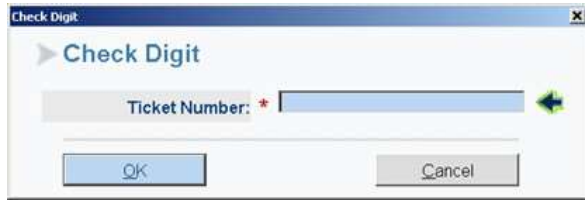
9.7 TICKET CHECK DIGIT

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.

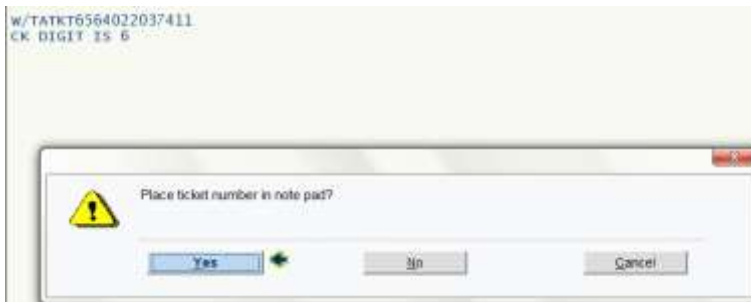
1. Select **Tools**.
2. Select **Agent Sales Report**.
3. Select **Ticket Check Digit**.

Enter the Ticket Number in the Check Digit window.



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.

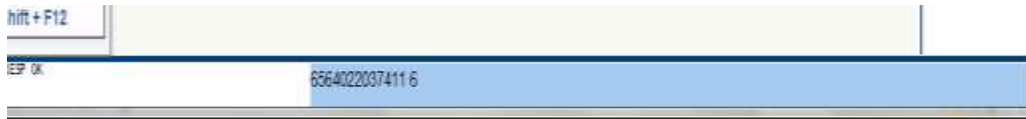


6. If you select Yes, the Note Pad window displays with the ticket number, displays on the main screen.



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.



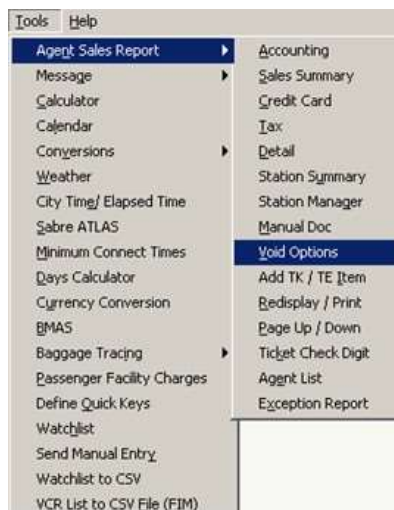
9.8 VOID / REVERSE VOID OPTIONS

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:

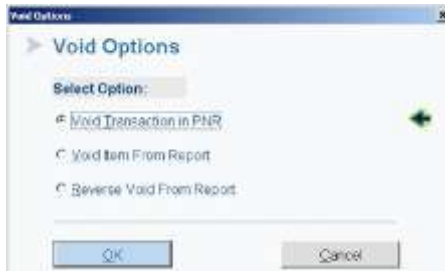
- You can only void documents you issued.
- A ticket can ONLY be voided the same day it was issued.
- Your Sales Report must still be open. After you close the report, you cannot void a transaction.
- You must be designated to a ticket printer.
- After displaying the Sales Summary or Detail Report, you 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.



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.



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.



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.



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:

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

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

10. ADD TK / TE ITEM

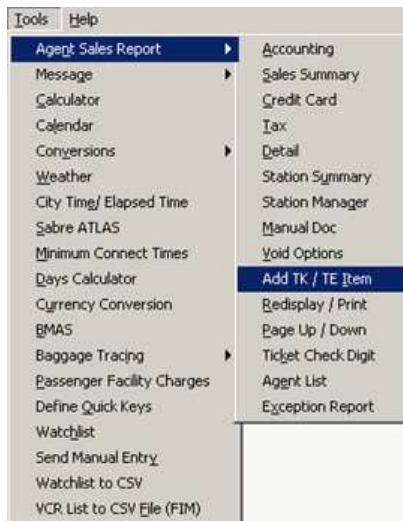
This option is provided to permit PNR update for when the issuance of a ticket or other document was notated in the Agent Sales Report, but was not notated in the ticketing field of the PNR due to a system malfunction. You can add a **TK (paper ticket indicator)** or a **TE (electronic ticket indicator)**, 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.



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

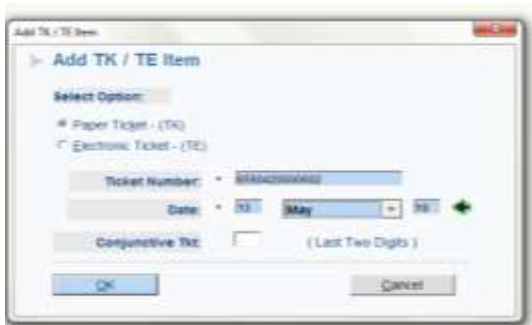
Select Electronic Ticket (TE).

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.



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:

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.



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.