

Airport Agent Website Manual

Important note

Please be informed that selling additional services on flights departing from 12.11.2017 is available only in the following ways:

1. On the airline's website, during ticket booking.
2. On the airline's website, in the personal account of the passenger, prior to the on-line check-in (more than 24 hours before departure).
3. On the airline's website, during the online check-in (from 24 hours to 4 hours before departure).
4. By agent of the airline, during check-in at the airport of departure.

Booking of **comfort seats** on the airline's website is available:

- Flights from Russia - from 5 days to 24 hours before departure.
- Flights to Russia - from 14 days to 4 hours before departure.
- Flights from AYT to Russia - from 14 days to 24 hours before departure, and also 4 hours or less before departure.

Procedure of booking of comfort seats in overseas airports during check-in, 4 hours before departure (*charter* flights only):

1. Passenger approaches check-in counter and requires to choose a seat.
2. Check-in agent holds the selected seat in local DCS and gives the paper with the number of seat to the passenger.
3. Passenger approaches the guide, who has an access to the aircompany's agent website, and pays for selected seat. Guide provides the passenger with EMD receipt. The passenger returns to check-in counter.
4. Check-in agent provides the passenger with the boarding pass with selected seat.

The time limit for sale of **meal** services is set depending on the direction and duration of the flight and is automatically adjusted.

Meal services can not be refunded via the airline's website for 24 hours or less before departure.

Booking of **excess carry-on luggage** services on the airline's website is available for 4 hours or less before departure.

Overview

Website for airport agents allows agents of an airline to book excess baggage, meals, and comfort seats for passengers at international airports.

Features

Website for airport agents allows:

- Finding a PNR
- Adding extra services into PNR
- Cancelling non-paid extra services in PNR
- Issuing EMD
- Printing EMD
- Cancelling and making refunds for paid services with issued EMDs
- Viewing booked extra services
- Generating sale report



Authorizing

To access the website a user should have a username and a password. These credentials are issued by the airline for each responsible employee of the agent company.

Users may have different levels of authorization. For example, some users may have read-only access to PNRs and issued EMDs, and other users may have the rights to book extra services, to issue EMDs, to cancel booked services and to make refunds.

How To Log-in

When you enter a website for the first time you will be automatically redirected to the "Login" page. Here you should enter username and password, provided to you by the airline. In the top right corner you can also change language of the user interface: English (Eng) or Russian (Pyc).

Find PNR Booked Services

Username

Password

Remember me

Enter



Login page

Finding PNR

Main page of the website allows you to locate a PNR in three different ways:

- By entering PNR number and surname of any passenger
- By selecting one of the departing flights and locating PNR in the passengers list
- By selecting one of the passengers of the nearest departing flight

Depending on the situation you may use any method to find a PNR.

tn.agent Logout

Find PNR Booked Services

Find PNR

Enter PNR number and/or surname of one of the passengers

PNR #: Surname: **Search** **Reset**

Next flights

Departure date	Flight	Direction	Airline	
07.09.2017 12:25	N4-1612	HER (Heraklion) - SVO (Moscow)	NordWind	Passengers
08.09.2017 15:00	N4-1710	HER (Heraklion) - CEK (Chelyabinsk)	NordWind	Passengers

Passengers List for Flight N4-1612 (HER-SVO 12:25-16:25)

Last name	First name	Sex	PNR	Ticket number	
AGINSKAIA	EKATERINA	Male	W7KBCF	2162401132435	PNR
AGINSKAIA	VIKTORIIA	Female	W7KBC6	2162401132425	PNR
AGINSKII	ROMAN	Male	W7KBCF	2162401132436	PNR

Three ways to find a PNR

Finding PNR by Number

This is the most reliable, straightforward but also a slow way to locate a PNR. You need to enter PNR's number and surname of any of its passengers.

[- Find PNR](#)

Enter PNR number and/or surname of one of the passengers

PNR #: Surname:

After you click on "**Search**" button, the website will send a request to the reservation system and will redirect you to the PNR's page.

If the PNR was not found you will receive an error message:

[- Find PNR](#)

Enter PNR number and/or surname of one of the passengers

PNR #: Surname:

PNR not found.

Shortcut for Charter Flights Only

You can locate PNR faster if you know that it belongs to a *charter flight*.

For charter flights it is enough to enter *only* PNR number or passenger surname. If the reservation system succeeds to find a PNR only by its number, you will be redirected to the PNR's page.

[- Find PNR](#)

Enter PNR number and/or surname of one of the passengers

PNR #: Surname:

If the reservation system succeeds to find a PNR by passenger surname, you will see the list of passengers with entered surname, departing in the nearest 20 *charter* flights.

[- Find PNR](#)

Enter PNR number and/or surname of one of the passengers

PNR #: Surname:

Last name	First name	Sex	PNR	Ticket number	Flight	
ABASOV	TEIMUR	Male	0SXT8T	2162402038269	22.01.2018 N4-2478 HKT-SVO	<input type="button" value="PNR"/>
ABASOV	ELNUR	Male	0SSKR1	2162402034499	22.01.2018 N4-2736 CXR-SVO	<input type="button" value="PNR"/>

In rare circumstances this procedure may not work. In this case you will have to specify both PNR number and passenger's surname to perform a complete search in the reservation system.

- Find PNR

Enter PNR number and/or surname of one of the passengers

PNR #:

W7KBCD

Surname:

For example, IVANK

Search

Reset

PNR not found. Please specify passenger surname to perform more detailed search.

Finding PNR In List Of Departing Flights (*Charter Flights Only*)

If a passenger does not know his/her PNR number, you may try to locate his/her PNR in the list of departing flights.

- Next flights

Departure date	Flight	Direction	Airline	
07.09.2017 12:25	N4-1612	HER (Heraklion) - SVO (Moscow)	NordWind	Passengers
08.09.2017 02:55	N4-1606	HER (Heraklion) - LED (Saint Petersburg)	NordWind	Passengers
08.09.2017 15:00	N4-1710	HER (Heraklion) - CEK (Chelyabinsk)	NordWind	Passengers

The website shows a list of 20 nearest departing *charter* flights. You need to find a flight of the passenger and click "**Passengers**" button. You will be redirected to a passenger list of the selected flight.



Nordwind
Airlines

tn.agent Logout

Eng Pyc

Find PNR Booked Services

Passengers — Flight N4-1710 (HER-CEK 15:00-21:50)

Last name	First name	Sex	PNR	Ticket number	
ALEKSANDROV	ARSENII	Male	W1VTC0	2162401023874	PNR
ALEKSANDROV	NIKOLAI	Male	W1VTC0	2162401023873	PNR
ANDREEVA	OLGA	Female	W2KF6W	2162401041660	PNR
ANDRIANOV	ANDREI	Male	W2KF6W	2162401041659	PNR
ANDRIANOVA	ELENA	Female	W2KF6W	2162401041658	PNR

Passengers in the list are sorted by surname. You can find a passenger by scrolling the list or by using "**Find**" feature of your browser (*Ctrl+F*).

Last name	First name	Sex	PNR	Ticket number	Action
BARSUKOVA	ANNA	Female	W2KF8P	2162401041669	PNR
BEREZHKO	IRINA	Female	W2KF8P	2162401041670	PNR
BEREZHKO	KONSTANTIN	Male	W2KF8P	2162401024014	PNR
BOLOTOV	BORIS	Male	W1VFXG	2162401024013	PNR
BOLOTOVA	LIUBOV	Female	W1VFXG		PNR

After you have located a passenger, you should click on "PNR" button at the right side of the table. You will be redirected to a PNR's page.

Finding PNR In Passengers List Of The Nearest Departing Flight (*Charter Flights Only*)

Main page shows a list of passengers of the nearest departing *charter* flight. This list appears only if the flight departs within 3 hours. If a passenger does not know his/her PNR number, you may try to locate it in this list.

– Passengers List for Flight N4-1612 (HER-SVO 12:25-16:25)

Last name	First name	Sex	PNR	Ticket number	Action
AGINSKAIA	EKATERINA	Male	W7KBCF	2162401132435	PNR
AGINSKAIA	VIKTORIIA	Female	W7KBC6	2162401132425	PNR
AGINSKII	ROMAN	Male	W7KBCF	2162401132436	PNR

After you located a passenger, you should click on "PNR" button at the right side of the table. You will be redirected to a PNR's page.

Working With PNR

After you have found a required PNR on the main page, you will be redirected to PNR page.

PNR page displays the following information:


- PNR number,
- Route,
- List of passengers,
- List of booked extra services,
- List of extra services available for booking.

PNR page supports actions:

- Booking of extra services
- Paying for extra services and issuing EMDs
- Printing EMDs
- Cancelling non-paid extra services
- Cancelling paid EMDs


Booking Extra Services

Available types of extra services are shown in the "Add additional services" section of the page.

test LogoutEng Pyc
[Find PNR](#) [Booked Services](#) [User Manual](#)

PNR: 03PN41


- Route

Departure	Duration	Arrival	Airline	Flight	Airplane	Class
 Antalya, terminal 2 Antalya 29 September 15:05	6 h 55 min	Irkutsk Irkutsk 30 September 03:00	NordWind	N4-1876	Boeing 777-200ER	Economy (Y)

- Passengers


Last name	First name	Date of birth	Citizenship	Sex	Document
PETROVA	TATIANA	30.07.1959	Russia	Female	P 726953174
PETROVA	OKSANA	11.01.1979	Russia	Female	P 721503069

- Add additional services



Prepaid Baggage ⓘ
Baggage Rules


from
\$25.00
for bag in one direction



Seat Selection ⓘ
Choose comfort seat

To open a list of available booking options you need to click on "**Add**" button.

- Add additional services



Prepaid Baggage ⓘ
Baggage Rules

from
\$25.00
for bag in one direction

You will get a list of available booking options for all passengers in the PNR. Options are also grouped by flight.

If you want to close the list of options, click on "**Close**" button.

- Add additional services



Prepaid Baggage ⓘ

Baggage Rules

from

\$25.00

for bag in one direction

Close

TATIANA PETROVA (MRS)










Flight	Service	Price	
N4-1876 AYT-IKT	Baggage allowance up to 20KG and 203CM (0C2)	Free of charge	Add
	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	\$25.00	Add
	Excess weight of baggage allowance up to 32KG and 203LCM (0FN)	\$50.00	Add
	Excess weight of baggage allowance over 32KG up to 50KG and 203LCM (0M8)	\$100.00	Add
	OVER 203 LCM OVERSIZE BAG	\$100.00	Add

OKSANA PETROVA (MRS)


Flight	Service	Price	
N4-1876 AYT-IKT	Baggage allowance up to 20KG and 203CM (0C2)	Free of charge	Add
	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	\$25.00	Add

To add a new extra service into PNR you should click on "**Add**" button. Each service is added to the PNR individually.










Important note: Price of available booking options may depend on what has already been added to the PNR. For example, the price of a first extra bag may differ from the price of a second extra bag. After you add the first extra bag to the PNR, the price of the service "extra bag" in the list of available booking options will be automatically updated.

TATIANA PETROVA (MRS)					
Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Requires payment	 
- Add additional services					
		Prepaid Baggage 		from \$25.00 for bag in one direction	
Baggage Rules 					
TATIANA PETROVA (MRS)					
Flight	Service		Price		
N4-1876 AYT-IKT	Extra bag up to 32KG and 203LCM (0FN)		\$50.00		
	Extra bag over 32KG up to 50KG and 203LCM (0M8)		\$100.00		
	OVER 203 LCM OVERSIZE BAG		\$100.00		

Extra services that were added to the PNR are displayed in "Additional services" section of the page.

TATIANA PETROVA (MRS)					
Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Requires payment	 
	Extra bag up to 32KG and 203LCM (0FN)	1	\$50.00	Requires payment	 

If services were booked for several passengers, they will be grouped by passenger and by flight.



- Additional services					
TATIANA PETROVA (MRS)					
Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Requires payment	 
	Extra bag up to 32KG and 203LCM (0FN)	1	\$50.00	Requires payment	 
OKSANA PETROVA (MRS)					
Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Baggage allowance up to 20KG and 203CM (0C2)	1	Free of charge	Confirmed	
	Extra bag up to 32KG and 203LCM (0FN)	1	\$50.00	Requires payment	 

Important note: You can find additional details about booking extra services of different types in the following sections of this manual:

- Excess baggage booking rules
- Seat selection

Issuing EMD

To issue an EMD for a specific booked extra service, click on **"Pay"** green button on the right side of "Additional services" section.

Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Requires payment	 

A confirmation dialog will be displayed to you, showing the amount to be paid.

Additional services

TATIANA PETROVA (MRS)

Flight	Service	Qty.	Price	Status
N4-1876 AYT-IKT	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Requires payment

Confirm payment

Pay for service: 'Excess weight of baggage allowance up to 25KG and 203LCM (0G8)' with price 25.00USD?

Yes No

Important note: Extra baggage services can be paid only together. If you have several booked but not yet paid baggage services in a PNR, and you click on "Pay" button, you will get a warning that all unpaid baggage services will be paid at once.

Additional services

TATIANA PETROVA (MRS)

Flight	Service	Qty.	Price	Status
N4-1876 AYT-IKT	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Requires payment
N4-1876 AYT-IKT	Extra bag up to 32KG and 203LCM (0FN)	1	\$50.00	Requires payment

Confirm payment

To pay for extra baggage service it is required to pay for all extra baggage services of this passenger (count: 2, price: 75.00USD).

Continue?

Yes No

If you confirmed payment of booked extra services, their statuses will be updated to "Paid", and you will be able to print issued EMDs.

Additional services

TATIANA PETROVA (MRS)

Flight	Service	Qty.	Price	Status
N4-1876 AYT-IKT	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Paid
	Extra bag up to 32KG and 203LCM (0FN)	1	\$50.00	Paid

Printing EMD

You can print EMDs only for confirmed and paid extra services. All EMDs of a passenger will be printed together in a single document. You cannot print a separate EMD for each booked service.

To print issued EMDs you need to click on one of two **"Print"** buttons, depending on needed format. Two EMD formats are available: A4 and format for portable printers.

- Additional services					
TEIMUR ABASOV (MR)					
Flight	Service	Qty.	Price	Status	
N4-2478 HKT-SVO	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$50.00	Paid	
 					

All EMDs of the selected passenger will be combined in a single PDF document. This document will be automatically opened or saved to your computer, depending on settings of your browser. You can print document directly from the browser or using any PDF viewer, like Adobe Reader.

A4 format:

Electronic miscellaneous document (receipt)					
Date of issue:	28.09.2017 14:17				
Name of passenger:	PETROVA TATIANA				
Issued in connection with:	2162401315433				
Flight:	AYT-IKT N4-1876 29.09.2017				
Agency of issue:	TEST				
EMD Number	Service Type	Service Name	Quantity	Total	Form of payment
2164550013723	Baggage	ДО 25КГ И ДО 203СМ UPTO 25KG AND 203LCM	1	25.00 USD	Cash
2164550013724	Baggage	ДО 32КГ И ДО 203СМ UPTO 32KG AND 203LCM	1	50.00 USD	Cash

Mobile format:

Electronic miscellaneous document (receipt)
Date of issue: 11.01.2018 11:35 Passenger: ABASOV TEIMUR Ticket: 2162402038269 PNR: 0SXT8T Flight: HKT-SVO N4-2478 22.01.2018 Agency: TEST
EMD Number: 2164550136394 Service Type: Baggage Service Name: ДО 25КГ И ДО 203СМ UPTO 25KG AND 203LCM
Quantity: 1 Total: 50.00 USD Form of Payment: Cash

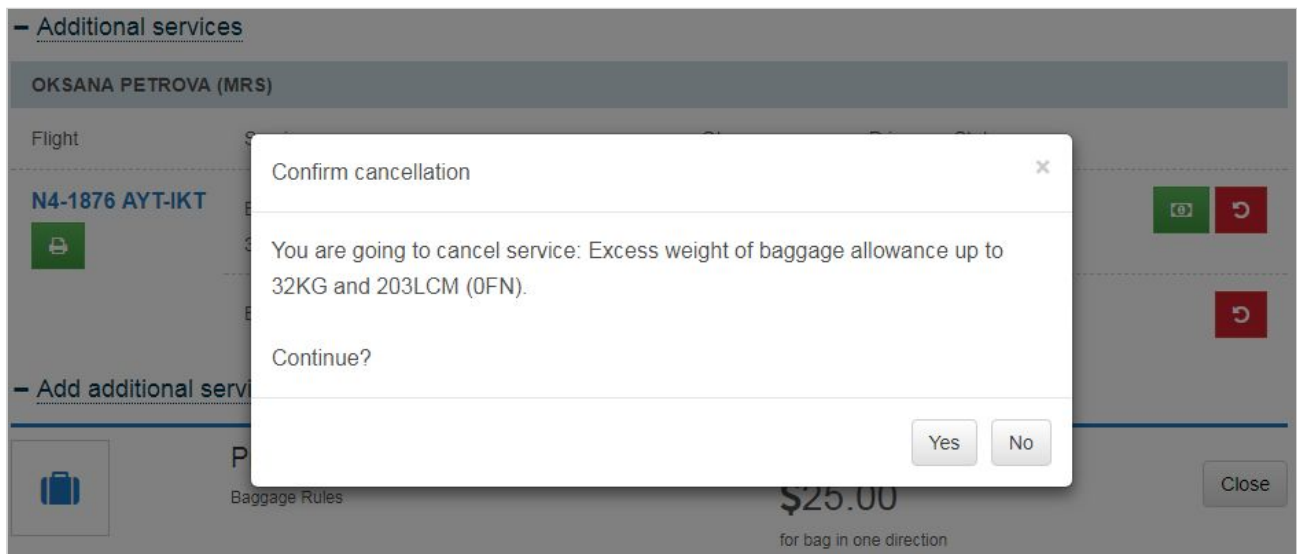
Cancelling Non-Paid Service

You can freely cancel any extra service added to a PNR, if it has not been paid yet. No charges will be applied to a passenger.

To cancel a service click on "**Cancel**" button on the right side of "Additional services" section.

- Additional services					
OKSANA PETROVA (MRS)					
Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Excess weight of baggage allowance up to 32KG and 203LCM (0FN)	1	\$50.00	Requires payment	 
	Extra bag up to 32KG and 203LCM (0FN)	1	\$50.00	Not confirmed	

A confirmation dialog will be displayed to you:



The screenshot shows the 'Additional services' section for passenger OKSANA PETROVA (MRS) on flight N4-1876 AYT-IKT. A modal dialog box titled 'Confirm cancellation' is displayed in the center. The dialog contains the text: 'You are going to cancel service: Excess weight of baggage allowance up to 32KG and 203LCM (0FN). Continue?' and has 'Yes' and 'No' buttons at the bottom right. The background is dimmed, showing the service list and a 'Close' button.

If you confirm cancellation, the service will be deleted from the PNR, and it will disappear from the list of booked services.

- Additional services					
OKSANA PETROVA (MRS)					
Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Excess weight of baggage allowance up to 32KG and 203LCM (0FN)	1	\$50.00	Not confirmed	

Important note: Cancellation of *excess weight* service can affect *booked extra bag* service. If you have booked both services and then remove excess weight service, then extra bag service will be automatically changed to excess weight service. Price of changed service will be automatically updated.

Cancelling Issued EMD

In some cases canceling of *paid* services with issued EMD may lead to charges for a passenger.

To cancel and refund a paid service you should click on "**Refund**" button on the right side of "Additional services" section.

- Additional services				
OKSANA PETROVA (MRS)				
Flight	Service	Qty.	Price	Status
N4-1876 AYT-IKT	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Paid

A confirmation dialog will be displayed to you, showing *refund amount* and *cancellation fee*.

- Additional services				
OKSANA PETROVA (MRS)				
Flight	Service	Qty.	Price	Status
N4-1876 AYT-IKT	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Paid

Confirm cancellation

You are going to cancel service: Excess weight of baggage allowance up to 25KG and 203LCM (0G8).

Refund amount: 25.00USD.

Cancellation fee: 0.00USD.

Continue?

Yes No

If you confirm cancellation and refund, the service will be deleted from the PNR, and it will disappear from the list of booked services.


Important note: Extra baggage services can only be cancelled all together, if at least one of them is paid. If a passenger has any paid baggage service, and you click on "Refund" button, you will get a warning that *all* baggage services of the passenger will be cancelled.

- Additional services					
TATIANA PETROVA (MRS)					
Flight	Service	Qty.	Price	Status	
N4-1876 AYT-IKT 	Excess weight of baggage allowance up to 25KG and 203LCM (0G8)	1	\$25.00	Paid	
	Extra bag up to 32KG and 203LCM (0FN)	1	\$50.00	Paid	

- Additional services


TATIANA PETROVA (MR

Flight

N4-1876 AYT-IKT


OKSANA PETROVA (MR

Flight

N4-1876 AYT-IKT


Confirm cancellation ✕

To cancel extra baggage service it is required to cancel all extra baggage services of this passenger (count: 2).

Refund amount: 75.00USD.

Cancellation fee: 0.00USD.

Continue?

Excess Baggage Booking Rules

Flight fare may include free baggage allowance: one or two bags of certain weight. Overweight of included bags or additional bags cost extra money and should be added to PNR as EMDs.

Example: Flight fare allows a passenger to take one registered bag up to 20 kg free of charge. If the weight of a bag is more than 20 kg, then the passenger must book *excess weight* service. If a passenger has more *bags* than it is included into the ticket fare, then for every additional bag the passenger must book *extra bag* service.

The following examples show typical cases that may occur during flight check-in. It is assumed that ticket fare includes one registered bag up to 20 kg free of charge.

Case 1: Only excess weight of baggage allowance

Passenger has only one bag that exceeds the allowed weight.

Actions:

1. Add *excess weight* service with appropriate weight limit.

Case 2: Baggage allowance and extra bags

Passenger has one bag without excess weight and one or more *extra bag/bags*.

Actions:

1. Add *free baggage allowance* service

2. Add *extra bag* services

Case 3: Excess weight of baggage allowance and extra bags

Passenger has more than one bag. Weight of all bags exceeds the allowed limit.

Actions:

1. Add *excess weight* service
2. Add *extra bag* services

Case 4: Change of an excess weight of baggage allowance to an extra bag

Initially a passenger had one bag that exceeded the allowed weight, so a passenger paid for excess weight of his/her baggage allowance. Then the passenger rearranged a part of things from the first bag to a new bag, so that now the first bag does not exceed the allowed weight limit, but the passenger has two bags in total.

Actions:

1. Cancel booked *excess weight* service
2. Add *free baggage allowance* service
3. Add extra bag service

Case 5: Change of a bag with excess weight and an extra bag to an extra bag only

A passenger paid for excess weight of baggage allowance and for one extra bag. Then he/she reduced the weight of one of the bags to allowed. Now the passenger has one bag which is under free baggage allowance and one extra bag.

Actions:

1. Cancel *all* booked baggage services
2. Add *extra bag* service

Case 6: Change of an extra bag to a bag with excess weight and an extra bag

A passenger had one bag under free baggage allowance and also paid for one extra bag. Then he/she increased the weight of a free bag, so that now its weight exceeds free baggage allowance limit.

Actions:


1. Cancel *all* booked baggage services
2. Add *excess weight* service
3. Add *extra bag* services

Seat Selection

If selection of comfort seats is available for a flight in the PNR, then you will see "Seat Selection" service in the "Additional Services" section. Here you can open the "Seat Map" of the aircraft, that shows you layout of seats, their availability and price.

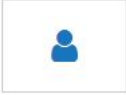
Open a list of passengers by clicking on "**Add**" button in "Seat Selection" service.

- Add additional services




Prepaid Baggage ⓘ
Baggage Rules

from
\$25.00
for bag in one direction



Seat Selection ⓘ
Choose comfort seat

Click on a passenger to open the “Seat Map”. The map will be opened under the passengers list. Seats on the map are coloured depending on their availability. Green colour means that the seat is available, while grey colour means it is not. The legend is displayed above the map.



Seat Selection ⓘ
Choose comfort seat

Phuket - Moscow

LEILA ABA SOVA (MRS)	Seat not selected	Select seat
TEIMUR ABA SOV (MR)	Seat not selected	Select seat

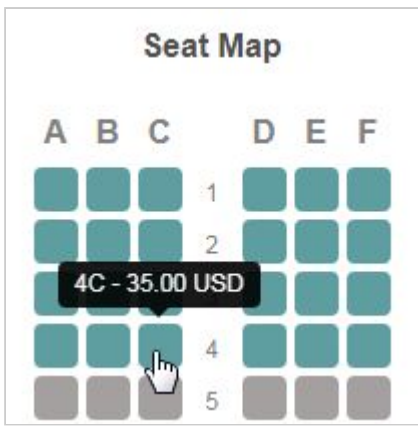
■ Free
■ Selected
■ Selected for another passenger
■ Unavailable
■ Exit
■ Seat near emergency exit

Seat Map

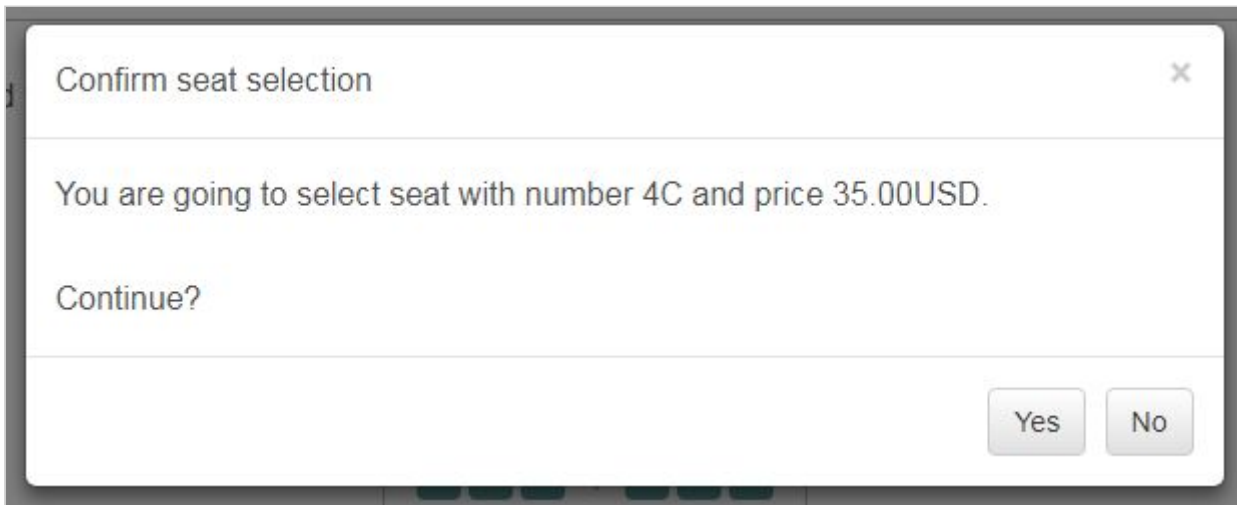
	A	D		G	K	
1			1			1
2			2			2
3			3			3
5			5			5
6			6			6
7			7			7
8			8			8
9			9			9
10			10			10
11			11			11

A	B	C		D	E	G		H	J	K
			20				20			
			21				21			
			22				22			
			23				23			
			24				24			

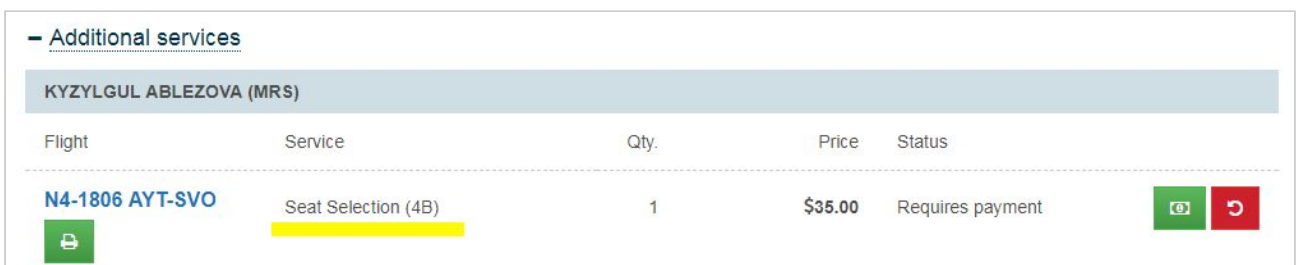
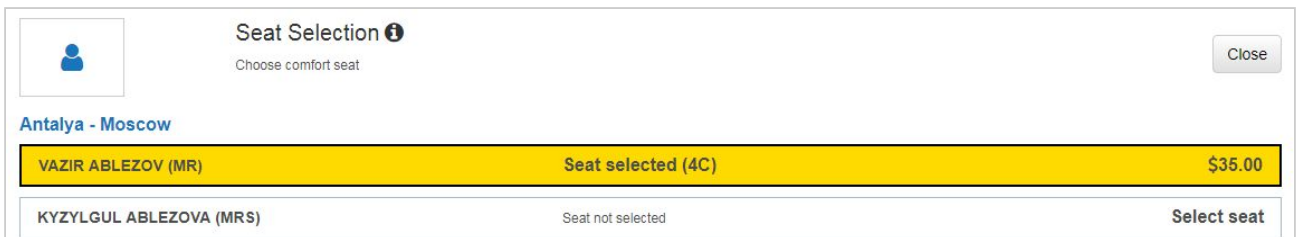
To see price of a seat hover your mouse over the seat.



Click on the seat to choose it. A confirmation dialog will be displayed to you, showing the seat number and amount to be paid.



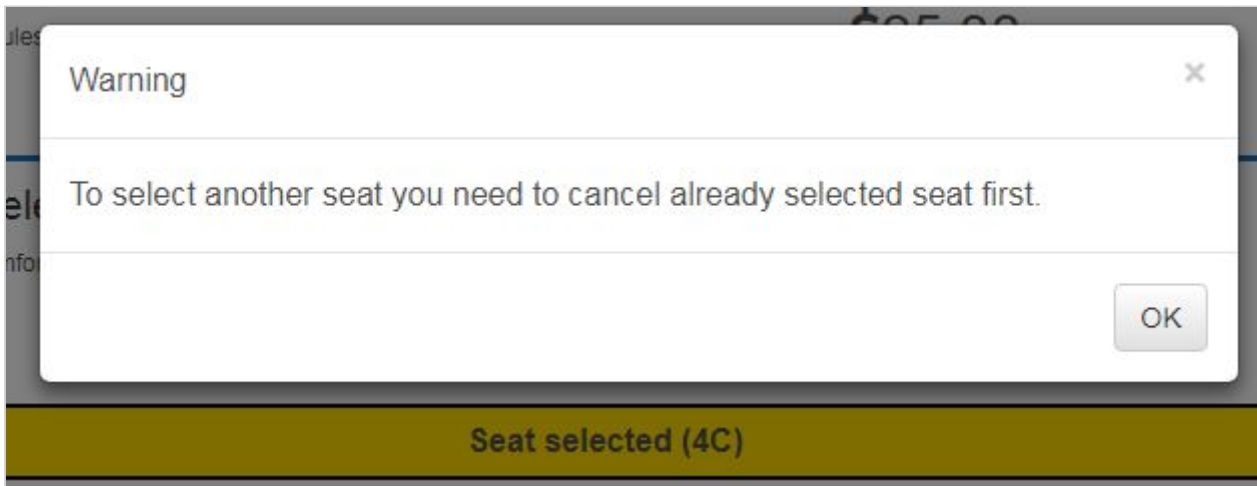
Passenger with the chosen seat will be highlighted. Seat number and amount to be paid will be displayed in the “Additional Services” section and also in the highlighted row.



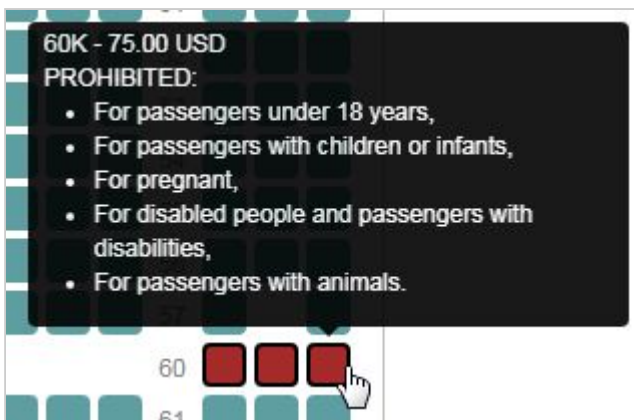
If you try to select seats for more than one passenger, you will see that some seats are coloured in orange. These seats are already selected for other passengers in your PNR and cannot be selected.



If you want to change selected seat, first you need to cancel it in the “Additional Services” section. Otherwise, if you click on the highlighted row you will see the warning message:



Important note: Seat near emergency exits may be prohibited for some categories of passengers. Check the tooltip before clicking on the chosen seat.



Viewing Booked Extra Services

“Booked Services” page displays all services booked by an airline agent via the website.

The page allows:

- Searching for booked services
- Opening related PNRs

Nordwind Airlines logo and pegas fly logo are visible at the top. The user is logged in as 'test' and can click 'Logout'. Language options are 'Eng' and 'Pyc'. The navigation bar shows 'Find PNR', 'Booked Services', and 'User Manual'. The search form includes fields for Departure airport (CXR - Cam Rahn International Air), Departure date, Flight number, Status, User, Booking date, Payment date, and Cancellation date. A 'Reset' link and a 'Search' button are also present.

Searching For Booked Services

To find services, specify filters and click on "**Search**" button. You can also leave all filters empty.

The search form shows filters applied: Departure airport is 'AYT - Antalya', Departure date is '06.09.2017', Booking date is empty, and Payment date is empty.

An airline agent may be authorized to work with several airports.

Use “Status” filter to find services with a specific status:

The Status filter dropdown menu is open, showing options: Cancelled, Confirmed, Not confirmed, Paid (highlighted), Refunded, Rejected, and Requires payment.

Example of search results:

Flight	Date	PNR	Passenger	Service	Qty.	Price	Status	User	Booked on
N4-5836 AYT-UFA	08.09.17	W87W1V	GUBAIDULLINA ELVIRA	0FN — ДО 32КГ И ДО 203СМ UPTO70LB 32KG AND80LI 203LCM	1	50.00 USD	Refunded	tn.agent	06.09.2017 15:37
N4-5836 AYT-UFA	08.09.17	W87W1V	GUBAIDULLINA ELVIRA	0C2 — БЕСПЛАТНЫЙ БАГАЖ UPTO44LB 20KG BAGGAGE	1	0.00 USD	Cancelled	tn.agent	06.09.2017 15:36

Opening PNRs

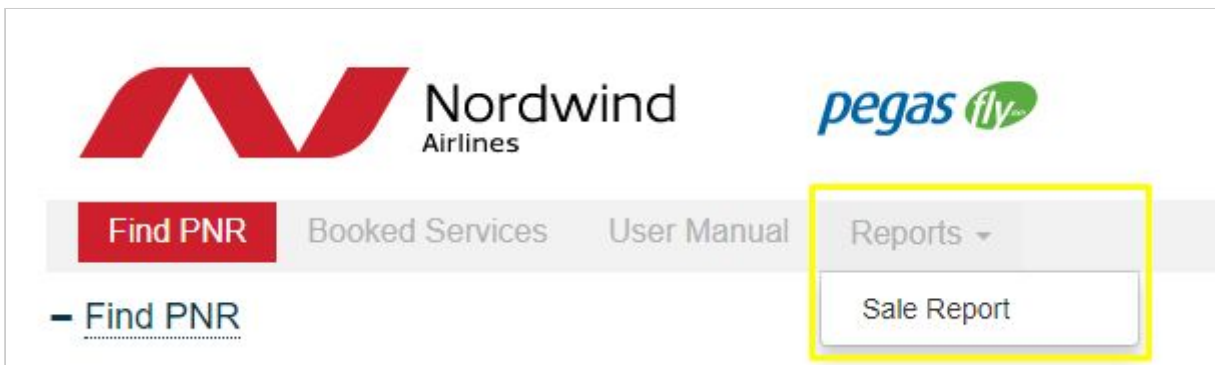
You can click on a PNR number in search results to open the related PNR page.

Flight	Date	PNR	Passenger	Service	Qty.	Price	Status	User	Booked on
N4-5836 AYT-UFA	08.09.17	W87W1V	GUBAIDULLINA ELVIRA	0FN — ДО 32КГ И ДО 203СМ UPTO70LB 32KG AND80LI 203LCM	1	50.00 USD	Refunded	tn.agent	06.09.2017 15:37
N4-5836 AYT-UFA	08.09.17	W87W1V	GUBAIDULLINA ELVIRA	0C2 — БЕСПЛАТНЫЙ БАГАЖ UPTO44LB 20KG BAGGAGE	1	0.00 USD	Cancelled	tn.agent	06.09.2017 15:36

Generating Sale Report

Depending on the set of user's rights granted to you, you can generate sale report about your personal **sales** and **refunds** for a particular period, or about sales and refunds of all employees.

To customize sale report output, use the "Reports" -> "Sale Report" tab.



Select the period of sale report and a particular user on the "Report Parameters" form.

Report Parameters ×

Date

User

If you have access to the reports of all employees, and you need to form a general report, do not select the user. Click “OK”.

Report Parameters ✕

Date 01.03.2018 01.04.2018

User ...

You will see the dialogue box of your browser. Select the saving options for the report. The report will be generated in a form of an Excel document.

	Airline	Flt. #	Departure date (LocalTime)	Departure airport	Arrival airport	PNR #	EMD #	Passenger	RFISC	Service name	Count	Currency	Fare
1													
2	TEST												
3	SALES												
4	N4	2402	21.03.2018	UTP	IKT	13MGL6	2164550240463	AFONKIN IGOR	0B5	PRE RESERVED SEAT ASSIGNMENT (8F)	1	USD	30
5	N4	2402	21.03.2018	UTP	IKT	13MGL6	2164550240490	AFONKINA IULIA	0G8	UPTO 25KG AND 203LCM	1	USD	50
6	N4	2402	21.03.2018	UTP	IKT	13MGL6	2164550240531	AFONKINA IULIA	0G8	UPTO 25KG AND 203LCM	1	USD	50
7	N4	2482	17.03.2018	HKT	OVV	130808	2164550242178	IMASHOV VALERIY	0G8	UPTO 25KG AND 203LCM	1	USD	50
8	N4	2482	17.03.2018	HKT	OVV	130808	2164550242290	IMASHOV VALERIY	0G8	UPTO 25KG AND 203LCM	1	USD	50
9	N4	2482	17.03.2018	HKT	OVV	130808	2164550242654	IMASHOV VALERIY	0G8	UPTO 25KG AND 203LCM	1	USD	50
10	N4	1834	30.03.2018	AYT	LED	16TS7R	2164550267476	ARSENTEVA MARIIA	0FL	UPTO 30KG AND 203LCM	1	USD	50
11	N4	1834	30.03.2018	AYT	LED	16TS7R	2164550267477	ARSENTEVA MARIIA	0FL	UPTO 30KG AND 203LCM N2	1	USD	50
12											Sale total		380 USD
13	REFUNDS												
14	N4	2402	21.03.2018	UTP	IKT	13MGL6	2164550240463	AFONKIN IGOR	0B5	PRE RESERVED SEAT ASSIGNMENT (8F)	1	USD	30
15	N4	2402	21.03.2018	UTP	IKT	13MGL6	2164550240490	AFONKINA IULIA	0G8	UPTO 25KG AND 203LCM	1	USD	50
16	N4	2402	21.03.2018	UTP	IKT	13MGL6	2164550240531	AFONKINA IULIA	0G8	UPTO 25KG AND 203LCM	1	USD	50
17	N4	2482	17.03.2018	HKT	OVV	130808	2164550242178	IMASHOV VALERIY	0G8	UPTO 25KG AND 203LCM	1	USD	50
18	N4	2482	17.03.2018	HKT	OVV	130808	2164550242290	IMASHOV VALERIY	0G8	UPTO 25KG AND 203LCM	1	USD	50
19	N4	2482	17.03.2018	HKT	OVV	130808	2164550242654	IMASHOV VALERIY	0G8	UPTO 25KG AND 203LCM	1	USD	50
20											Refund total		280 USD
21													
22											Agent's Summary		100 USD
23													
24											Summary		100 USD

Supported browsers

The website will function correctly in the following browsers:

- Latest version of Chrome
- Latest version of FireFox
- Latest version of Safari
- Latest version of Edge
- Latest version of Opera
- Mobile Android 5.1+
- Mobile iOS 8.2+
- Internet Explorer 11+