

Travelport Merchandising Suite – Introducing Chargeable Seating Services for WestJet (WS)

Product Advisory number:	2671
Version:	02
Load to production:	Available now
High level description:	WestJet introduces the ability to sell chargeable seating with EMD fulfilment on Travelport Galileo and Travelport Apollo
Impact summary:	Travel agents using Travelport Galileo and Travelport Apollo will now see chargeable seating services on the graphical seat map display from Travelport Smartpoint
Countries:	C - Canada F - France G - Germany I - Ireland U - United Kingdom, United States
Reason for issue:	Clarified WestJet policy with regards to EMD issuance
Customer impact:	<input type="checkbox"/> Internal only <input checked="" type="checkbox"/> Developers <input checked="" type="checkbox"/> Agency customers <input type="checkbox"/> Airline customers <input checked="" type="checkbox"/> eCommerce customers <input type="checkbox"/> Car, hotel, rail or cruise customers
System:	<input checked="" type="checkbox"/> Travelport Galileo <input checked="" type="checkbox"/> Travelport Apollo <input type="checkbox"/> Travelport Worldspan
Load to copy:	Not applicable
Web services: (API and messaging)	Not applicable
Issue history:	Version 01 issued: 13-Oct-15

Overview

WestJet is launching the ability to select chargeable seats in advance, to Travelport subscribers using Galileo and Apollo. This service requires fulfilment by Electronic Miscellaneous Documents (EMDs) associated to the ticket (EMD-A). Travelport Smartpoint users on version 4.0 or higher will be able to select WS chargeable seats directly from the graphical seat map.

- WS chargeable seats will become available via Universal API and Universal Desktop at a later date and will be announced separately when testing is completed.
- WS chargeable seats will become available for Travelport subscribers using Worldspan at a later date and will be announced separately when testing is completed.

Customer benefit

- Integration of airline merchandising content enables Travelport agencies too quickly and easily access information in their standard workflow – eliminating the time spent switching to and from airline websites.
- Agents are able to advise their clients of the total cost of their trip during the point of sale workflow process, enabling travellers to know what services are included in the price or avoid or be aware of any hidden/extra costs.
- Display and options to sell ancillaries through Travelport Merchandising Suite allows agencies to provide a better level of service through the management of customer's expectations, improving satisfaction levels and potential for repeat business.

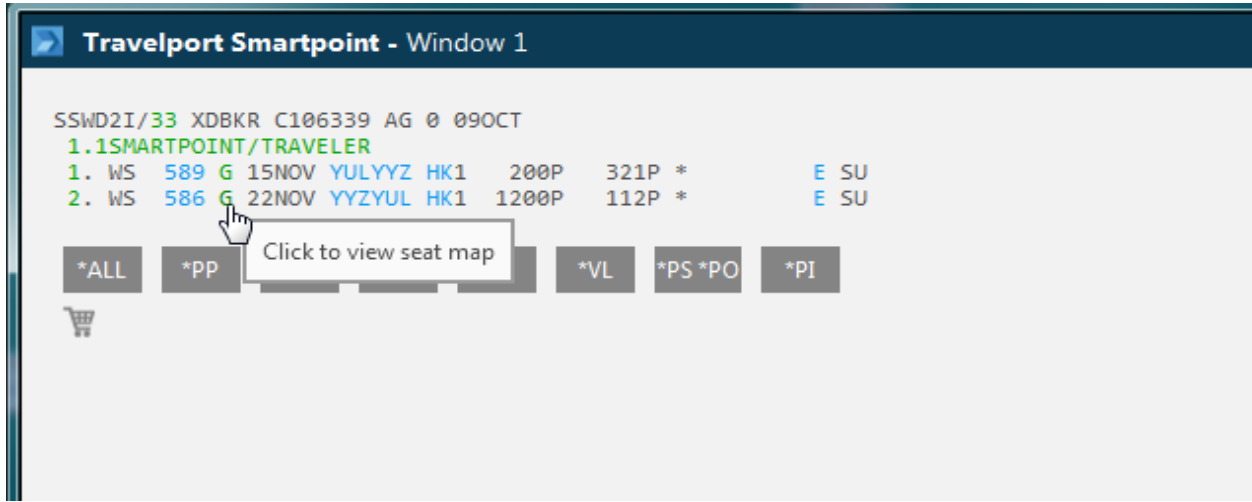
Detail and customer examples

Chargeable Seats

Agents will be able to book WS chargeable seats by using the functionality enabled by the Travelport Merchandising Suite. WS offers free seating for passengers using Plus fares booked in H, W or K classes of service and requires agents to issue a \$0.00 EMD document in order for the passenger to utilize advanced check-in via their website. WS also offers paid seats for their other fare families and these seats can also be selected in the Smartpoint seat map and fulfilled via an EMD.

Seats selected that are not fulfilled, will fully inhibit check-in with WestJet, and might be subject to cancellation by the carrier. This includes any seat selected (Econo/Flex or Plus) where the EMD has not been issued.

To access the graphical seat map from Travelport Smartpoint, click on the booking class in your PNR:



The graphical seat map will display:

Select Seats

WestJet Flight 586 | Seat Rules

YYZ 22 Nov 1200PM - YUL 22 Nov 112PM | Seat Maps Airline Assigned

Filter by: Any

- Any
- Free Seats
- SEAT ASSIGNMENT (11.50 - 23.00)**

EXIT | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | IDG

Unavailable | Selected | Available | Blocked | Handicapped

Traveler | **Seat**

NO SEAT DETAILS AVAILABLE

Flight WS #589
Dep: Sun, 15 Nov 2015 2:00pm
Arr: Sun, 15 Nov 2015 3:21pm
Flight 589 |
1 Seats | No seats selected

Flight WS #586
Dep: Sun, 22 Nov 2015 12:00pm
Arr: Sun, 22 Nov 2015 1:12pm
Flight 586 |
1 Seats | No seats selected

1 TRAVELER SM... ADT
Enter loyalty #

Subtotal seats for all passengers: +0.00
Taxes: 0.00

TOTAL SEAT PRICE
0.00

APPLY | CANCEL

SEATGURU by AIR TRIPWISDOM

Hover over a seat to display pricing and other seat information. Select a seat by clicking on the seat number:

Select Seats

WestJet
Flight 586 | Seat Rules

YYZ 22 Nov 1200PM - YUL 22 Nov 112PM | Seat Maps Airline Assigned

Filter by: Any

5A

+11.50 CAD
SEAT ASSIGNMENT
PaidGeneralSeat
Window
Standard Seat
Power: None
Type: Standard
Video: Personal TV
Seat 5 A is a standard Economy Class seat.
Copyright © TripAdvisor LLC 2005 - 2015. All Rights Reserved.

EXIT | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | IDG

Unavailable | Selected | Available | Blocked | Handicapped

Traveler

Seat

NO SEAT DETAILS AVAILABLE

SEATGURU

Flight WS #589
Dep: Sun, 15 Nov 2015 2:00pm
Arr: Sun, 15 Nov 2015 3:21pm
Flight 589 |
1 Seats No seats selected

Flight WS #586
Dep: Sun, 22 Nov 2015 12:00pm
Arr: Sun, 22 Nov 2015 1:12pm
Flight 586 |
1 Seats No seats selected

1 TRAVELER SM... ADT
Enter loyalty #

Subtotal seats for all passengers: +0.00
Taxes: 0.00

TOTAL SEAT PRICE
0.00

APPLY CANCEL

After all seats are selected, click on Apply:

Select Seats

WestJet
Flight 586 | Seat Rules

YYZ 22 Nov 1200PM - YUL 22 Nov 112PM | Seat Maps Airline Assigned

Filter by: Any

EXIT | IX

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Unavailable | Selected | Available | Blocked | Handicapped

Traveler **Seat**

NO SEAT DETAILS AVAILABLE

Flight WS #589
Dep: Sun, 15 Nov 2015 2:00pm
Arr: Sun, 15 Nov 2015 3:21pm
Flight 589 | 1 Seats 11.50

Flight WS #586
Dep: Sun, 22 Nov 2015 12:00pm
Arr: Sun, 22 Nov 2015 1:12pm
Flight 586 | 1 Seats 11.50

1 TRAVELER SM... ADT 5A 11.50
Enter loyalty #

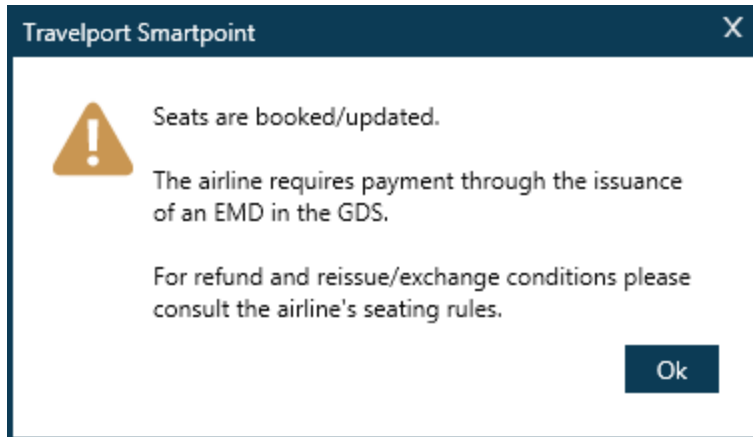
Subtotal seats for all passengers: +23.00 CAD
Taxes: 0.00

TOTAL SEAT PRICE
23.00 CAD

APPLY CANCEL

SEATGURU
by TRAVELPORT

Seat selection is completed:



Smartpoint will automatically build the required SSR ASVC in the PNR. The EMD for the seat purchase must be issued in conjunction with the ticket for the PNR so the next step for the agent is to drive the ticket, note the ticket number, and then issue the EMD like in the below example:

EMDI/ICXXXXXXXXXXXX (where XXXXXXXXXXXXXXX is the ticket number)

Related product advisories available on ASK Travelport:

Product Advisory Number	Product Advisory Description
Product Advisory 917	Airline Additional Services Display Functions in Apollo and Galileo
Product Advisory 1338	Travelport Merchandising Solutions Sell Functionality
Product Advisory 1604	Merchandising Ancillary Services in Galileo
Product Advisory 1613	Worldspan – Merchandising Ancillary Services
Product Advisory 1820	Ancillary Services Catalogue using Fare Quote entry
Product Advisory 1821	Ancillary Service Catalogue Display Enhancements
Product Advisory 1844	Restrict the Ability to Segment Select in the Ancillary Service Catalogue
Product Advisory 1183	Electronic Miscellaneous Document for Apollo, Galileo and Worldspan
Product Advisory 1572	Manual SVC for EMD
Product Advisory 1237	MIR for Electronic Miscellaneous Documents (EMD)
Product Advisory 1238	TAIR Specifications for EMD for Worldspan
Product Advisory 1246	Travelport Merchandising Paid Seats - Enhancements to Seat Map Displays for Apollo, Galileo and Worldspan
Product Advisory 1836	Travelport Options Integrator Display Enhancements

Glossary

Term	Definition
EMD	Electronic Miscellaneous Document
EMD-A	Associated Electronic Miscellaneous Document

Travelport provides this document for information purposes only and does not guarantee that the information contained in this document is accurate, current or complete. This document and the products listed herein are subject to change without notice.

© 2015 Travelport. All rights reserved. Travelport, the Travelport logo, Apollo, Galileo, and Worldspan are trademarks of Travelport. All other marks are the property of their respective owners.