

**OXYGEN**  
**BOOKING MODULE**

System overview

Version 4.09

*Moscow, Russian Federation*

*2016*

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## Abbreviations

Abbreviation	Definition
GDS	Global Distribution System
ITR	Itinerary receipt
OBS	Online Booking System
PS	Processing System

# 1. Introduction

## 1.1. About Oxygen

Oxygen booking module (further the *System*) is a web-based system used by airlines to create on their websites an online store to sell airline tickets to passengers and corresponding additional services.

Booking and purchasing air transportation is performed via "Sirena-Travel" CRS. The System provides access to the GDS Travelport content.

When buying tickets via Oxygen, new electronic tickets are issued in sessions of mutual settlements in CCS-TCH, BSP and airline sessions.

## 1.2. Main Functions

The main function provided by the System is ticket purchase.

Ticket purchase is performed in four steps:

1. Searching for flight options
2. Specifying passenger data
3. Selecting additional services
4. Order payment.

Automatic control of correct data entering is performed at each step. If not all data were specified or the incorrect format was used, then the module generates an error message with recommendations for correction.

For user convenience, there are the following options:

- Implementation of reprinting itinerary receipts, insurances, Aeroexpress train tickets (or sending documents to an e-mail).
- Receiving reference information on working with the module: context help, answers to the most frequently asked questions (FAQ), the opportunity to send a question to the administrator of the website.
- Registration in the online store and receiving the opportunity to use a personal account. The user may view information about his / her orders, save his / her own data and data of other passengers in the personal account as well as to use these data for the automatic filling in fields when buying tickets.

The System has the following additional features:

- Internal back-office with extended set of System administration tools and order management.
- Order secondary operations performed in the back-office (ticketing, ticket exchange/refund).

- Loyalty program support (bonus miles accounting, bonus ticket issue).
- Corporate mode support (order management by legal entity, using deposits).

### 1.3. Signs and symbols

The following signs and symbols listed in Table 1 are used in this document.

**Table 1. Signs and symbols**

Sign	Description
Step 1. <b>Search</b> page	The names of windows, menu options, buttons, links and other interface elements
	The setting of Oxygen interface and processing. It is performed by users with the "Sysadmin" and "Site admin" roles in system administration (Sec. 4) by parameters (Sec. 5.2) or aliases (Sec. 5.3) specification.
using the pricing.whiteList and pricing.blackList parameters	Parameters, aliases and their values
located on <i>the search panel</i>	The names of interface parts and its modes
 Promo code may contain letters and numbers and is registered in fare rules.	Note
please contact Webhelp service ( <a href="mailto:webhelp@sirena-travel.ru">webhelp@sirena-travel.ru</a> )	E-mail or internet link

### 1.4. Interface language and accounting currency



The site.langs parameter is used to set the amount of available interface languages. The parameter value is the list of language codes separated by commas (for example: ru,en).

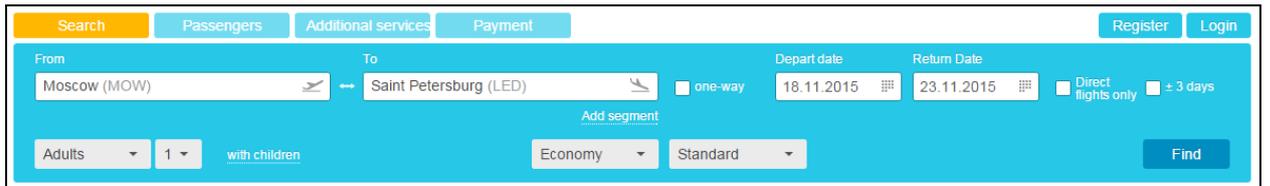
The search.availableCurrencies parameter is used to set the amount of available accounting currencies. The parameter value is the list of currency codes separated by commas (for example: RUB,USD,EUR).

If application settings have several interface languages and/or accounting currencies then there will be the button with interface name and currency code in the work window top right corner (Figure 1).



**Figure 1. Interface language / accounting currency button.**

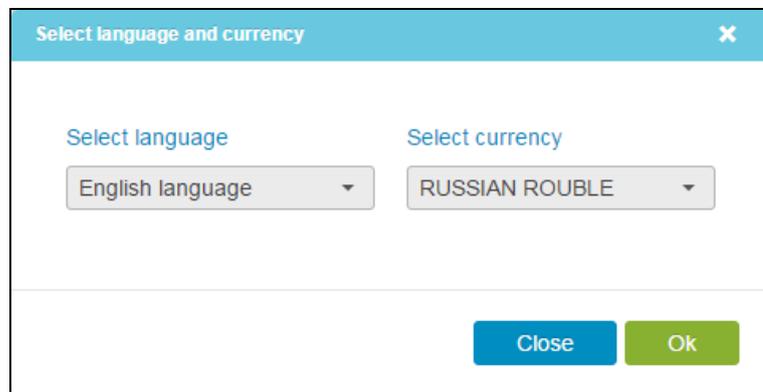
If application settings have one interface language and one accounting currency then this button will not be presented (Figure 2).



**Figure 2. Application work window without the button for interface language / accounting currency selection.**

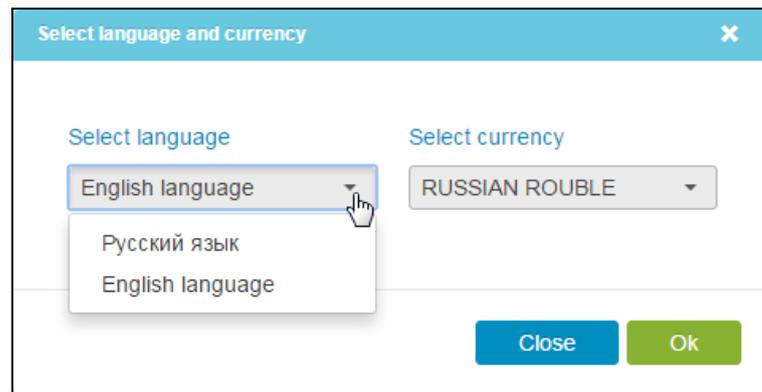
To change interface language / accounting currency:

1. Click the button with interface language / accounting currency names. The **Select language and currency** modal window will be presented (Figure 3).

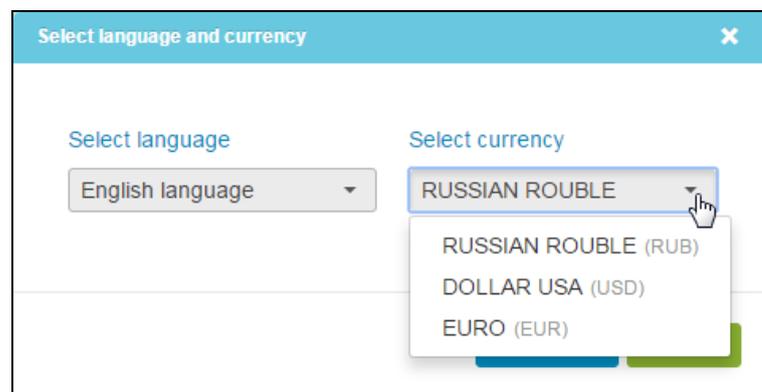


**Figure 3. The Select language and currency modal window.**

2. Select interface language in the **Select language** dropdown menu (Figure 4) and/or select accounting currency in the **Select currency** dropdown menu (Figure 5).



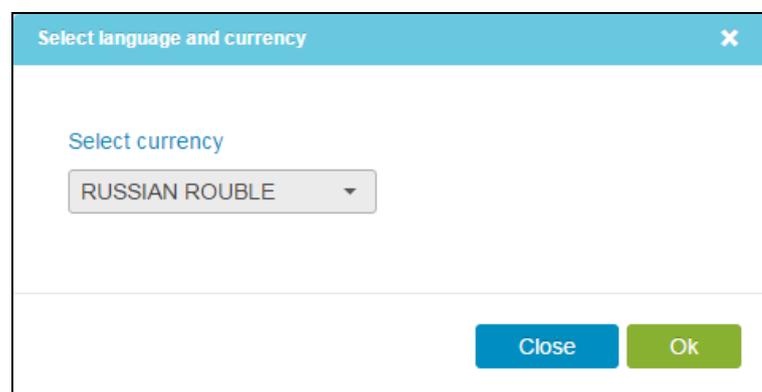
**Figure 4. The Select language dropdown menu.**



**Figure 5. The Select currency dropdown menu.**

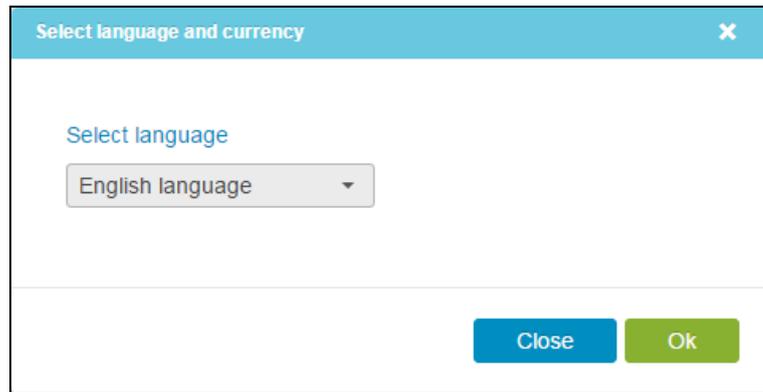
3. Click **Ok** to confirm your selection or **Close** to cancel it.

If application settings have one interface language and several accounting currencies then the **Select language and currency** modal window will be presented as on Figure 6.



**Figure 6. The Select language and currency modal window with currency selection only.**

If application settings have several interface languages and one accounting currency then the **Select language and currency** modal window will be presented as on Figure 7.



**Figure 7. The Select language and currency modal window with language selection only.**

## 2. Buying tickets

When buying tickets, the user sequentially moves through four steps. The particular page and a set of user actions correspond to each step:

- Step 1. **Search** page: searching for available flight options and selecting the most suitable one.
- Step 2. **Passengers** page: entering passenger and a customer data.
- Step 3. **Additional services** page: selecting additional services which will be included in an order.
- Step 4. **Payment** page: selecting a payment form with the further payment of an order.

Navigation between pages is performed by **Next** and **Back** buttons. **Next**: to proceed to the next step and **Back**: to return to the previous step.

It is also possible for a user to switch between pages by using the menu which consists of four points corresponding to the pages. It is possible to open only those pages with which the user has already worked on the previous steps of booking within the current operation of buying tickets.

### 2.1. Step 1. Flight option search

#### 2.1.1. Flight option search features

There are two modes of flight option search:

- the search by fares on the specified date
- minimal fare search on the range of  $\pm 3$  days.

Search results are presented accordingly to fare groups. There are sorting/filter options for search results.

For flight option selection, there are options to see fare rules and price details.

It is possible for a user to perform the following actions on the **Search** page:

1. Specify search parameters of flight options (see Sec. 2.1.2).
2. Start the search process by clicking **Find**. After the process of searching, information about the found flight options (search results) is displayed on the page.



If there are no flight options then the link to the **Schedule** section will be presented (Figure 8). By clicking the link, the schedule information page (Sec. 5.12.4) will be opened with the flight option search results for the corresponding cities and search period start date equal the departure date.

The screenshot shows the SIRENA TRAVEL search interface. At the top right, there is a logo for SIRENA TRAVEL and links for Register, Login, and English - RUB. The search panel includes tabs for Search, Passengers, Additional services, and Payment. The search criteria are: From: Moscow (MOW), To: Lipetsk (LPK), Depart date: 13.03.2016, one-way flight, Direct flights only, and ± 3 days. The passenger count is set to 1 Adult. The class of service is Economy and the ticket type is Standard. A 'Find' button is located at the bottom right. Below the search panel, a message states: 'There are no flights on the specified dates. To view possible flight options on the Moscow - Lipetsk itinerary, proceed to the [Schedule](#) section.'

**Figure 8. There are no flight options.**

3. Select the most suitable flight option from the options offered by the System (see Sec. 2.1.3). Then the user proceeds to the booking next step: entering passenger data.

Additional information about different search options, see Section 2.1.5.



Flight option search can be limited using the `pricing.whiteList` and `pricing.blackList` parameters which contain corresponding airline list for the search or excluded from the search. The lists consist of airline codes divided by commas. These parameters are not set by default. The `pricing.blackList` parameter is ignored if the `pricing.whiteList` parameter is not null.

## 2.1.2. Search parameters

### 2.1.2.1. Search parameter generals

Search parameter values are specified by control elements located on *the search panel* (Figure 9).

The diagram shows the search panel with several control elements highlighted by red boxes and labels. The labels are: Route (pointing to the From and To fields), Flight type (pointing to the one-way/round-trip selector), Departure dates (pointing to the Depart date and Return Date fields), Connections (pointing to the Direct flights only checkbox), Flexible search (pointing to the ± 3 days selector), Passenger number and categories (pointing to the Adults dropdown and the 1 passenger field), Class of service (pointing to the Economy dropdown), and Ticket type (pointing to the Standard dropdown). The search panel itself shows a search for flights from Moscow (MOW) to Tjumen (TJM) on 12.07.2015 to 19.07.2015, one-way, Direct flights only, and ± 3 days. The passenger count is 1 Adult, and the class of service is Economy and the ticket type is Standard.

**Figure 9. Search panel.**

Searching for flight options may be performed by the following parameters:

- Route (origin, destination)
- Flight type (one-way / round-trip)
- Departure dates (one-way / round-trip)

- Connections (direct flights only / all flights)
- Flexible search (for period  $\pm 3$  days)
- Passenger number and categories
- Ticket type
- Class of service.

### 2.1.2.2. Route

A flight route is formed by selecting values of the **From** and **To** parameters. The parameter values contain a city name, an airport name and an airport code.

The values are specified using the function of the dynamic value search in the reference book of cities and airports. Searching is performed by all three parameters when entering the first letters in the entry field (Figure 10).



The screenshot shows a flight search interface with the following elements:

- Search** tab selected, with other tabs: Passengers, Additional services, Payment, Register, Login.
- From** field: "mos" with a dropdown menu showing a list of airports: Moscow (MOW) RU, Domodedovo (DME) RU, Vnukovo (VKO) RU, Sheremetyevo (SVO) RU, Samos (SML) GR, Mosul (OSM) IQ, Moser Bay (KMY), Hermosillo (HMO) MX.
- To** field: "Tjumen (TJM)" with an airplane icon.
- one-way** checkbox selected.
- Depart date**: "12.07.2015" with a calendar icon.
- Return Date**: "19.07.2015" with a calendar icon.
- Direct flights only** checkbox.
- $\pm 3$  days** checkbox.
- Standard** dropdown menu for ticket type.
- Economy** dropdown menu for class of service.
- Find** button.
- Add segment** link.

**Figure 10. Departure airport search by the first entered letters.**

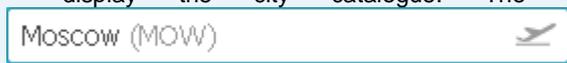
It is possible to add an additional segment or several segments to search for flight options with several segments (a difficult route) using the **Add segment** link. Detailed information about flight option search with several segments, see Sec. 2.1.5.2.



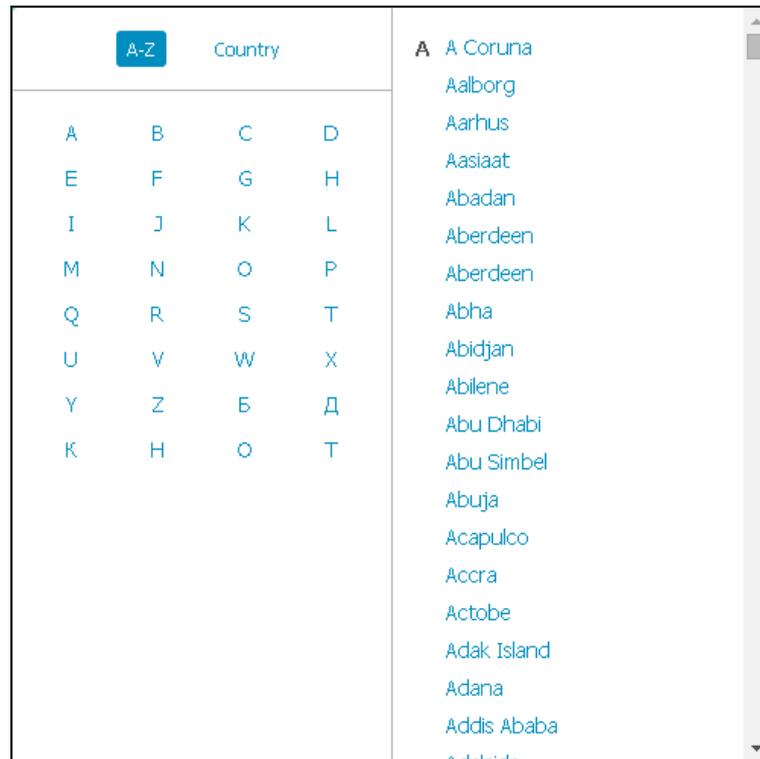
Route entry setting is performed using the following parameters:

- `search.defaultOriginCityName` – departure city name by default (the **From** field)
- `search.defaultDestinationCityName` – arrival city name by default (the **To** field).

It is possible to set the display of the city catalogue in the **From** and **To** fields by specifying a value of the parameter `search.showCityPicker`. The parameter may have the following values:

- `true` – display the city catalogue. The route fields are displayed as shown: 
- `false` – do not display the city catalogue.

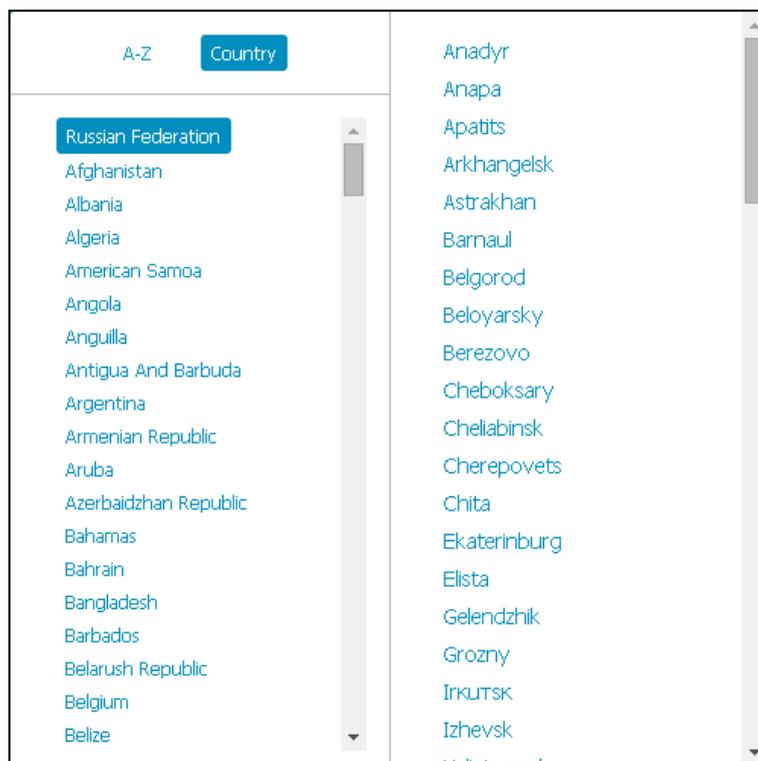
To proceed to view the city catalogue, click  () in the right part of the route window. The city catalogue window will be presented (Figure 11).



**Figure 11. City catalogue (sorting alphabetically).**

The catalogue is sorted alphabetically by default. To proceed to view cities beginning with one of the letters, click the letter in the left part of the window. The corresponding cities will be displayed in the right part of the catalogue.

To sort the catalogue by country, click **Country** in the top left part of the window. The catalogue will be sorted by country (Figure 12).



**Figure 12. City catalogue (sorting by country).**

To fill in the route field, click a city name in the right part of the window. The selected city will be specified as the corresponding point of the route.

Either a city name (in the language of the site) or a city code (Russian or international) is specified in parameter values. Default values are not specified.

To swap the specified origin and destination points, click  located between the corresponding drop-down lists.

### 2.1.2.3. Flight type

A flight type is specified by selecting the **One-way** check box. The parameter may have the following values:

- One-way flight (only "Outbound")
- "Round-trip" flight (the additional **Return Date** field is presented in this mode).

By default, searching for flight options is performed using the one-way option.



The `search.defaultOneWay` parameter defines if the **One-way** check box is selected by default. The parameter may have the following values:

- true – yes
- false – no.

The false value is specified by default.

#### 2.1.2.4. Departure date

Values of the **Departure date** and **Return date** fields may be entered manually using the keyboard or selected in the calendar form.

The screenshot shows a flight search form with the following details:

- From:** Moscow (MOW)
- To:** Tjumen (TJM)
- one-way** checkbox is checked.
- Depart date:** 12.07.2015
- Return Date:** 19.07.2015
- Direct flights only** checkbox is unchecked.
- + 3 days** checkbox is unchecked.
- Passengers:** Adults, 1, with children
- Standard** dropdown menu is open.
- Calendar:** July 2015, with the 12th highlighted in blue.
- Buttons:** Find, Register, Login.

**Figure 13. Selecting a departure date.**

To enter the required date manually, click the field and enter a date using the keyboard in the DD.MM.YYYY format.

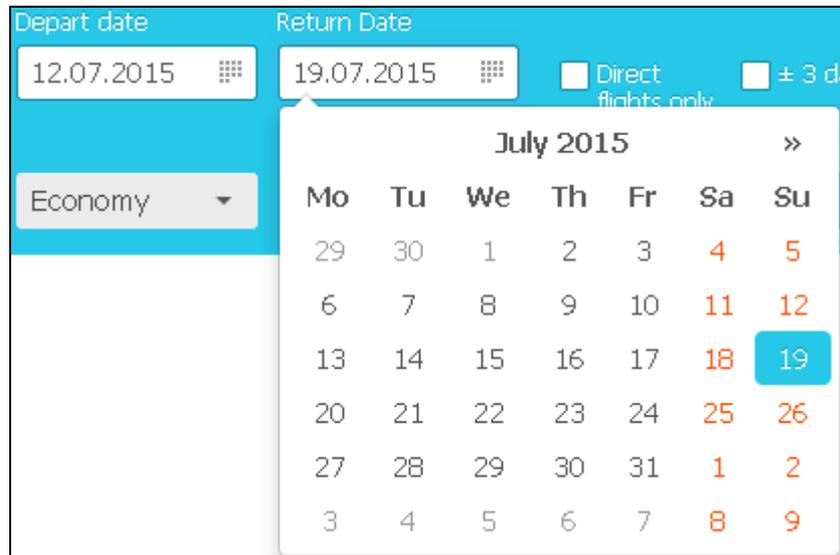
To select another date by using the calendar, click  on the right of the specified date. The calendar will be presented in the date selection mode.

In the *date selection* mode, the calendar has the appearance presented in Figure 14.

August 2015						
Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

**Figure 14. Date selection.**

The month and the year set by default or selected by a user are displayed in the top part of the calendar. Cells with dates of a month, grouped by days of the week, are in the main part of the calendar. The currently selected date is marked with blue color. When selecting a return date of the flight, dates prior to the day of departure on the direct route are marked with pale color. By default, the date which is 7 days later than the specified date of departure on the direct route is offered for selecting the return date. The days prior to the specified date of departure on the direct route are not active in the calendar when selecting a departure date on the return route and marked with pale color as shown in Figure 15.

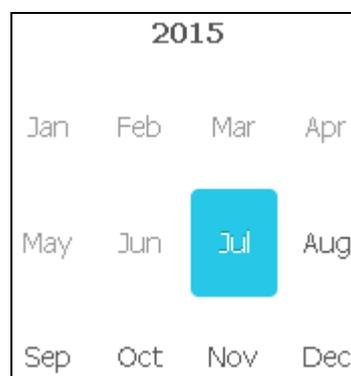


**Figure 15. Return date selection.**

Selecting a date is performed by clicking the required cell. After that, the process of selecting a date is completed and the calendar is automatically closed.

The proceeding to the previous / next month of the selected year is performed by using « and » buttons. If you click the name of the month and the number of the year in the top part of the calendar, proceeding to the selection mode of another month will be performed.

In the *month selection* mode, the calendar has the appearance presented in Figure 16.



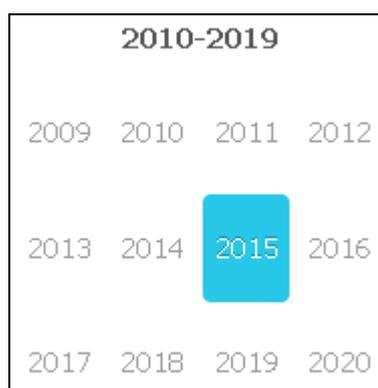
**Figure 16. Month selection.**

The year set by default or selected by a user is displayed in the top part of the calendar. Cells with the month contracted names are in the main part of the calendar (Jan, Feb, Mar and so on). The currently selected month is marked with blue color.

Selecting a month is performed by clicking the required cell. The automatic proceeding to the date selection mode is performed after that.

The proceeding to the previous / next year is performed by using « and » buttons. If you click the number of the year in the calendar top part, proceeding to the selection mode of another year will be performed.

In the *year selection* mode, the calendar has the appearance presented in Figure 17.



**Figure 17. Year selection.**

The decade to which the currently selected year belongs is displayed in the top part of the calendar. Cells with years of the current decade are in the calendar main part. The currently selected year is marked with blue color.

Selecting a year is performed by clicking the required cell. The automatic proceeding to the month selection mode is performed after that.

The proceeding to the previous / next decade is performed by using « and » buttons.



Date selection setting is performed using the following parameters:

- `search.defaultDayBooking` – a number of days which is added to the current date to calculate the default departure date for the first segment. The value format is the integer. The default value is 7.
- `search.defaultDayBookingShift` – a number of days between departure dates specified for adjacent segments by default. The value format is the integer. The default value is 7.
- `search.maxDayBooking` – the maximum booking depth (in days). The value format is the integer. The default value is 365.
- `search.minDayBooking` – the minimum booking depth. The value format is the integer. The default value is 0 (zero).

As a result of the booking depth setting, dates beyond the specified limitations will be unavailable in the calendar. In case of entering an invalid date from the keyboard, an error message will be presented.

### 2.1.2.5. Connection number

The limit on a connection number is specified by selecting the **Direct flights only** check box. The parameter may have the following values:

- Searching for direct flights only (without connections)
- Searching for all flights.

Searching for all flights is set by default.



The `search.defaultDirect` parameter defines if the **Direct flights only** check box is selected by default. The parameter may have the following values:

- `true` – searching for direct flights only (the check box is selected)
- `false` – searching for all flights (the check box is cleared).

The `false` value is specified by default.

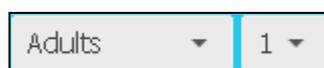
The `pricing.jointType` parameter defines which connections should be displayed in the search results. The parameter may have the following values:

- `all` – all connections
- `none` – no connections
- `awk` – all connections of the specified airline
- `m2` – connections issued under the M2 agreement
- `interline` – connections under direct agreements.

The `all` value is specified by default.

### 2.1.2.6. Passenger number and categories

Passenger number and categories are specified by elements that will be called *counters* (Figure 18).



**Figure 18. Passenger counter for the "Adult" category.**

To add the fields of the counters for the "Children" (2-11), "Infants" (under 2), "Infants with seats" (under 2) categories, click the **with children** link located on the right of the passenger counter of the "Adult" category. The additional counters for the corresponding passenger categories will be presented (Figure 19).

The image shows two flight segments in a booking interface. The top segment is from Moscow (MOW) to Saint Petersburg (LED) with 1 adult passenger and the 'with children' option selected. The bottom segment is also from Moscow (MOW) to Saint Petersburg (LED) with 1 adult passenger and 0 children, 0 infants, and 0 infants with seats. A red box highlights the 'with children' option in the top segment and the child/infant counters in the bottom segment, with a red arrow pointing from the top to the bottom.

**Figure 19. Children passenger counter.**

The adult passenger categories "Adult", "Youth", "Retiree" are grouped in the drop-down list. To add child passengers to an order is possible only if a passenger of the "Adult" category is selected as an attendant in this order. To select the adult passenger category and a number of seats, specify values in both drop-down lists.

Counters for the "Children", "Infants", "Infants with seats" categories are separated. To specify a number of passengers for each category, select a value from the drop-down list on the right of the name of the corresponding category.

The System controls that the total number of passengers as well as the number of passengers in each category should correspond to the limitations on the number of passengers in the order fixed in "Sirena-Travel" GDS.

If the number in the category cannot be increased (or reduced), then the plus / minus button changes its color from grey to blue.



Setting passenger number and categories is performed using the following parameters:

- `search.maxPassCount` – the maximum passenger number in an order (PNR). The value format is the integer from 1 to 9. The default value is 9.
- `passenger.aaa_code` – a category code for an adult. The default value is AAA.
- `passenger.rbg_code` – a category code for a child. The default value is RBG.
- `passenger.rmg_code` – a category code for an infant without a seat. The default value is RMG.
- `passenger.rvg_code` – a category code for an infant with a seat. The default value is RVG.
- `passenger.aaa_default_age` – an age of an adult by default. The default value is 30.
- `passenger.countryAges` – the parameter enables to change the age parameters of passenger categories for flights within individual states (rules for passenger age validation depending on a country which performs transportation if they differ from the standard rules). The description of the parameter is provided in Sec. 6.1.3.

In addition, it is possible to set a text of the ScreenTip which appears when moving the pointer over the name of a passenger category on the main page:

- `oxygen.search.form.passengerCategory.rvgDesc` – the ScreenTip for the **Infants with seats** field.
- `oxygen.search.form.passengerCategory.rbgDesc` – the ScreenTip for the **Children** field.
- `oxygen.search.form.passengerCategory.rmgDesc` – the ScreenTip for the **Infants** field.

### 2.1.2.7. Ticket type

A ticket type is specified by selecting a value from the drop-down list located on the right of the counters. The parameter may take on the following values:

- Standard: a ticket without discounts
- Promo code: a ticket with a promo code discount issued by an airline. The promo code discount is specified in fare rules.



Promo code may contain letters and numbers and is registered in fare rules. An amount of the promo code discount is registered in category 22 in fare rules and may be presented both in absolute and relative (%) values. The promo code itself is specified in category 15 in the **SSR** field.

When selecting the promo code, the text box for specifying promo code number will be presented on the right of the field for selecting a ticket type (Figure 20).



**Figure 20. Field for specifying promo code number.**

As a result of selecting the "Promo code" ticket type from the list of possible flight options, price for each option will be specified taking into account the specified promo code discount.

All other parameters of flight option search are identical to the parameters which are selected at the standard ticket type.



The search.allowPromo parameter is used for including (the 'true' value by default) / excluding (the 'false' value) promo code specification. If the 'false' value is set then ticket type is not specified on the search panel, the standard ticket type is implemented.

### 2.1.2.8. Class of service

A class of service is specified by selecting a value from the drop-down list located on the right of the counters. The parameter may take on the following values:

- Economy
- Business.

The "Economy" class is selected by default.



The site.bookingClasses parameter contains the list of classes of service available for booking on the website (the list of possible values of the **Class of service** parameter). The value format is the list of cabin codes used in "Sirena-Travel" GDS separated by a comma (example: Y,C,F). The default value is Y, C.

### 2.1.3. Viewing search results

As a result of searching, the available flight option data with parameters corresponding to the specified search criteria is displayed on the page (Figure 21).

The flight options are grouped by airline and price. Flights of one airline with the identical price form a group of flight options.

Prices for all flight options of the group are displayed above the **Buy** green buttons.

Flight	Departure	Arrival	Connections	Duration	Total price
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	1 685 RUB Buy
UT451	13:30 Moscow Domodedovo	18:00 Tjumen Roschino		2:30	1 685 RUB Buy
UT453	20:15 Moscow Vnukovo	*1 00:55 Tjumen Roschino		2:40	1 685 RUB Buy

**Figure 21. Displaying flight options while booking a flight in one-way.**

The following information is displayed about each flight option (from left to right):

- Airline code and flight number

- Departure and arrival time
- Departure and arrival cities and airports
- Connection number
- Flight duration.

If the flight option implies the arrival on the next day after the departure day, then this information is specified in the indication form "+1" with the ScreenTip (Figure 22).

Flight	Departure	Arrival	Connections	Duration	Total price
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	1 685 RUB Buy
UT451	13:30 Moscow Domodedovo	18:00 Tjumen Roschino		2:30	1 685 RUB Buy
UT453	20:15 Moscow Vnukovo	+1 00:55 Tjumen Roschino		2:40	1 685 RUB Buy
UT2222	10:00 Moscow Domodedovo	14:25 Tjumen Roschino		2:25	2 071 RUB Buy

**Figure 22. "Arrival on the next day" indication.**

The flight options are presented on the list. Confirmation of selecting the group option and proceeding to the next step of booking is performed by clicking the button **Buy** below the flight price.

When booking a flight with a multi-segment route ("round-trip" flight, difficult route), the selection of flights is performed by options that include whole route (Figure 23).

Search
Passengers
Additional services
Payment
Register
Login

From: Moscow (MOW) → To: Tjumen (TJM) Date: 12.07.2015

From: Tjumen (TJM) → To: Moscow (MOW) Date: 19.07.2015

Add segment

Direct flights only  
[Delete segment](#)

Adults 1 with children
Standard
Economy
Find

Flight	Departure	Arrival	Connections	Duration	Total price
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	2 695 RUB Buy
U6222	21:30 Tjumen Roschino	22:40 Moscow Domodedovo		3:10	
UT451	13:30 Moscow Domodedovo	18:00 Tjumen Roschino		2:30	2 695 RUB Buy
U6222	21:30 Tjumen Roschino	22:40 Moscow Domodedovo		3:10	

**Figure 23. Selection of flights when booking the "round-trip" flight.**



Setting the display of search results is performed using the following parameters:

- `search.pricingLifetime` – time during which flight price estimation is relevant (in msec). After the specified time, the automatic return to the first step of buying tickets – entering search parameters is performed. The parameter value format is the integer. The default value is 300000.
- `pricing.max_results` – the maximum number of flight options returned in response to the search request. The parameter value format is the integer. The default value is 25.

The name columns are changed by specifying values of the following aliases:

- **Departure** column – `oxygen.search.companyTable.sortButton.origin`
- **Arrival** column – `oxygen.search.companyTable.sortButton.destination`
- **Connections** column – `oxygen.search.companyTable.sortButton.connections`
- **Duration** column – `oxygen.search.companyTable.sortButton.flightTime`
- **Flight** column – `oxygen.search.companyTable.segmentsOneWay`
- **Outbound** column – `oxygen.search.companyTable.segmentsThere`
- **Return** column – `oxygen.search.companyTable.segmentsBack`.

#### 2.1.4. Sorting search results

It is possible to sort search results by the following parameters:

- Airline code and flight number
- Departure and arrival time
- Codes of departure and arrival airports
- Connection number
- Flight duration.

To sort the search results by one of the specified parameters, click the name of the corresponding column on the list of results. The search result table will be sorted in ascending value order of the selected column elements. To sort the search results in descending value order, click the column name once again.

The column name by the element values of which the table is currently sorted is marked with color (Figure 24).

The sorting is on

Flight	Departure	Arrival	Connections	Duration	Total price
UT115	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	2 085 RUB Buy
UT114	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	2 085 RUB Buy
UT777	10:00 Moscow Vnukovo	13:00 Tjumen Roschino		1:00	2 085 RUB Buy

**Figure 24. Sorting search results.**

## 2.1.5. Search types

It is possible to perform several search types in the System:

- *Basic search*: a search of flight options in one-way or the "round-trip" direction
- *Advanced search*: a search of flights with several segments in one-way
- *Flexible search*: a search of flights in the range  $\pm 3$  days from the selected date of the flight.

### 2.1.5.1. Basic search

**To perform the basic search:**

1. Specify values of the mandatory search parameters on the search panel:

- From (city and airport)
- To (city and airport)
- Depart date.

To perform searching in the "round-trip" direction, clear the **one-way** check box. The **Return date** field will be presented on the right of the **Depart date** field. Enter return departure date in this field.

- Specify a number of passengers by categories (see Sec. 2.1.2.6).

The screenshot shows a search panel with the following fields and options:

- From:** Moscow (MOW)
- To:** Tjumen (TJM)
- Depart date:** 12.07.2015
- one-way:** checked
- Direct flights only:** unchecked
- $\pm 3$  days:** unchecked
- Passengers:** Adults: 1, with children: 0
- Class:** Standard
- Economy:** selected
- Buttons:** Register, Login, Find

**Figure 25. Entering the main search parameters for a flight in one-way.**

2. Click **Find**. The list of available flight options (Figure 26) or a message about unavailability of flight options on the selected date will be presented on the page. The

message contains a suggestion of proceeding to view flight options on the nearest dates (Figure 27).

Flight	Departure	Arrival	Connections	Duration	Total price
UT115	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	2 085 RUB Buy
UT114	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	2 085 RUB Buy
UT777	10:00 Moscow Vnukovo	13:00 Tjumen Roschino		1:00	2 085 RUB Buy
UT2222	10:00 Moscow Domodedovo	14:25 Tjumen Roschino		2:25	2 071 RUB Buy
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	1 685 RUB Buy

**Figure 26. Flight option list.**

Unfortunately, no seats available on chosen flight option. Please select the date:  
Saint Petersburg — Tashkent 26.07.2015 or 28.07.2015

**Figure 27. Suggestion of a flight on the nearest dates regarding the specified date.**

If the options are found, proceed to the selection of the flight options from the list of the found ones (see Sec. 0).

If no flight options are found on the specified date, it is possible to proceed to view flight options on the suggested dates. They are the nearest dates to the specified date on which the flight in the selected direction will be performed. In case of a "round-trip" flight or a multi-segment flight, the nearest dates to the selected dates of departure in the specified directions will be suggested on the list.

To set the value of the date in one of the suggested values, click the link with the date. The value of the date in the corresponding field will be set according to the selected date. After that, it is necessary to repeat the search procedure by clicking **Find** (see Sec. 2.1.5.1).

### 2.1.5.2. Advanced search

The advanced search presents a search of flight options with several segments in one-way. The selection of a date and airports for a flight is performed in the same way as in case of the basic search.

To add an additional segment, it is necessary to click the **Add segment** link. The additional fields for entering origin and destination points will be presented. And the elements which are irrelevant to the multi-segment market are not displayed: "round-trip" flight selection, return date, filtration of direct flights only, search  $\pm 3$  days.



A route may contain 4 segments at all.

Rows with additional flights are deleted by the **Delete segment** link located next to the corresponding row. After deleting the rows, when there are only two fields for entering airports, the form returns to the standard configuration.

**Figure 28. Advanced multi-segment flight search.**

After entering search parameters and clicking **Find**, the found flight options will be displayed and the filter panel will be available. The selection of flights is performed by the standard way.

Flight	Departure	Arrival	Connections	Duration	Total price
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	10 655 RUB Buy
UT3331	10:00 Tjumen Roschino	16:00 Saint Petersburg Pulkovo		8:00	
UT3330	10:00 Saint Petersburg Pulkovo	16:00 Tjumen Roschino		4:00	
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	10 655 RUB Buy
UT3331	10:00 Tjumen Roschino	16:00 Saint Petersburg Pulkovo		8:00	
UT696	14:15 Saint Petersburg Pulkovo	18:00 Tjumen Roschino		1:45	
UT451	13:30 Moscow Domodedovo	18:00 Tjumen Roschino		2:30	10 655 RUB Buy
UT3331	10:00 Tjumen Roschino	16:00 Saint Petersburg Pulkovo		8:00	
UT3330	10:00 Saint Petersburg Pulkovo	16:00 Tjumen Roschino		4:00	

**Figure 29. Multi-segment search result.**



Advanced search setting is performed using the following parameters:

- `search.enableAdvancedRoute` – whether the possibility to perform the advanced search is available for a user. The parameter may have the following values:
  - `true` – yes
  - `false` – no.

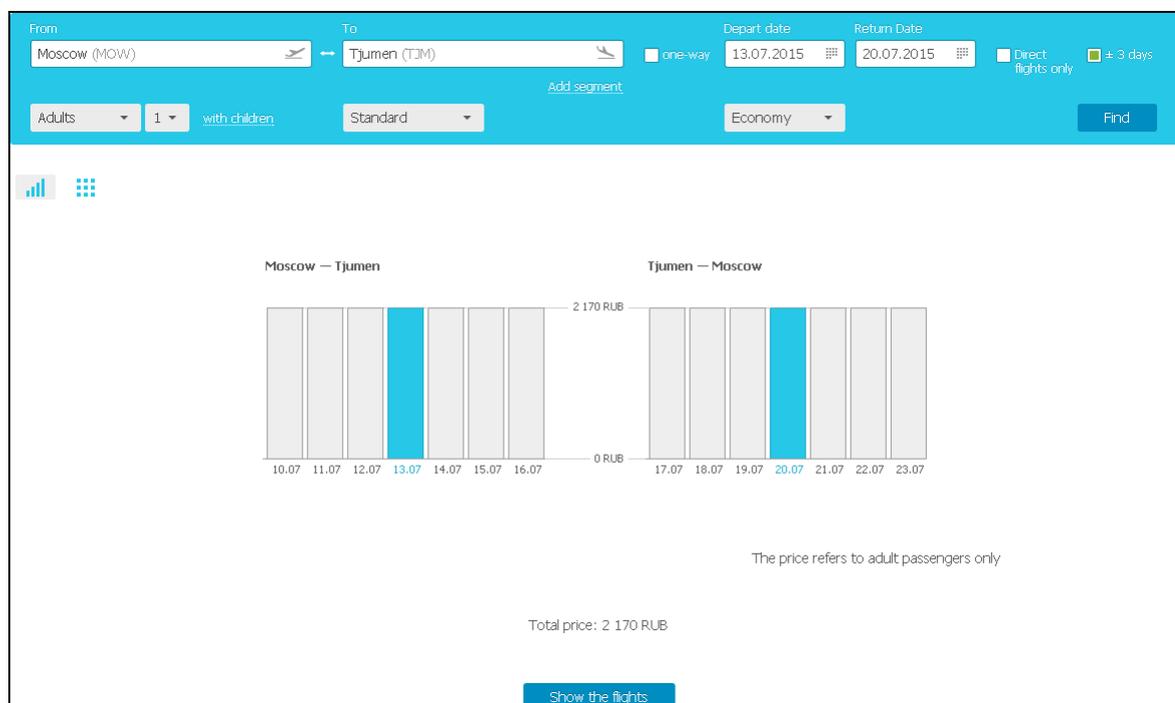
The `true` value is specified by default.
- `search.maxSegmentsCount` – the maximum number of segments when performing the advanced search. The value format is the integer. The default value is 4.

### 2.1.5.3. Flexible search

A user may select the search of flights in the range  $\pm 3$  days from the selected date of the flight. For this purpose, it is necessary to select the corresponding check box.

Flexible search results may be viewed in two representations: graphic and tabular. Switching between the representations is performed by the  and  buttons.

The graphic representation means that the results are displayed in the form of histograms with the price level on flights in both direction (Figure 30). When moving the pointer over the histogram column, the minimum flight price on the specified date is displayed. The selection of the date is performed by selecting the corresponding histogram column.



**Figure 30. Displaying the flexible search results in the histogram form.**

In the tabular representation (used by default), the search results are displayed in the matrix form whose cells contain the minimum prices on each departure date or a couple of dates (Figure 31-

32). The selection of a date is performed by selecting the corresponding cell. The last dates are designated by the "Not available" mark in the table.

From: Moscow (MOW) To: Tjumen (TJM) Depart date: 13.07.2015

one-way Direct flights only ± 3 days

Adults: 1 with children Standard Economy Find

Depart date						
10.07	11.07	12.07	13.07	14.07	15.07	16.07
1 085 RUB	1 085 RUB	1 085 RUB	1 085 RUB	1 085 RUB	1 085 RUB	1 085 RUB

The price refers to adult passengers only

Total price: 1 085 RUB

Show the flights

Figure 31. Displaying the flexible search results in the tabular form (a one-way flight).

From: Moscow (MOW) To: Tjumen (TJM) Depart date: 13.07.2015 Return Date: 20.07.2015

one-way Direct flights only ± 3 days

Adults: 1 with children Standard Economy Find

Depart date								
	10.07	11.07	12.07	13.07	14.07	15.07	16.07	
Return Date	17.07	2 170 RUB						
	18.07	2 170 RUB						
	19.07	2 170 RUB						
	20.07	2 170 RUB						
	21.07	2 170 RUB						
	22.07	2 170 RUB						
	23.07	2 170 RUB						

The price refers to adult passengers only

Total price: 2 170 RUB

Show the flights

Figure 32. Displaying the flexible search results in the tabular form (a "round-trip" flight).

After selecting the date (dates), it is necessary to click **Show the flights**. The list of all available flight options on the selected date will be displayed.

Then the user selects the most suitable flight option and proceeds to the next step of booking: entering passenger data.



The `search.showCalendar` parameter defines if it is necessary to display the **±3 days** check box or not. The parameter may have the following values:

- `true` – yes
- `false` – no (by default).

#### 2.1.5.4. Search setting



Search setting is performed using the following parameters:

- `pricing.isSeancePricePriority` – the parameter sets the price priority when comparing the estimation options of different sessions. The parameter may have the following values:
  - `true` – yes (by default)
  - `false` – no.
- `pricing.pricesNumbers` – a number of the flight estimation options satisfying the same search criteria specified in the `pricing.search_algorithm` parameter. The value format is the integer. The default value is 1.
- `pricing.search_algorithm` – option search order. The possible parameter values:
  - `differentFirst` – at first the options which differ in carriers are estimated, then the options which differ in flights and finally, the options which differ in booking subclasses
  - `differentFlightsCombFirst` – at first the options which differ in flight combinations are estimated, then the options which differ in booking subclasses (by default)
  - `differentFlightsFirst` – at first the options which differ in flight combinations as much as possible are estimated, then the options which differ in booking subclasses.
- `pricing.timeout` – the time set on the server for processing a search request (in seconds). After this time, the processing will be stopped and a response from the data received by this moment will be generated. The value format is the integer. The default value is 120.

#### 2.1.6. Selecting a flight option

##### 2.1.6.1. Flight option display possibilities



The `search.companyMode` parameter allows to display the flight option list with the agent output form of search results (grouping by price with a possibility of selecting a flight according to the selected price). The parameter may have the following values:

- `true` – display the list for agents
- `false` – display the list for airlines.

## 2.1.6.2. Displaying the list of flight options for airlines



If the display mode for airlines is selected, then the configuration of the fare group display is set by a value of the `pricing.useFareGroup` parameter. The parameter may have the following values:

- `true` – fare group display based on booking classes set by an airline

To set fare group parameters, please contact Webhelp service ([webhelp@sirena-travel.ru](mailto:webhelp@sirena-travel.ru)) and specify the following data to them:

- each fare group name
  - each fare group description
  - booking class list included in each fare group
  - desired color for each fare group (specified by color code in hex or rgb pallet).
- `false` – fare group display based on selected booking class (see Sec.2.1.2.8)
  - `dually_classified` – the display mode of dual-class pricing (economy or business classes which are set in "Sirena-Travel" GDS).

If the `dually_classified` is selected then display color for economy/business classes is specified by the `search.duallyClassified.color.economy` and the `search.duallyClassified.color.business` parameters correspondingly.

- `cartesian_classified` – the mode of separate display for outbound flight and return flight lists with the presentation of free seats value by fare groups. Fare groups are based on booking classes set by an airline.

The following fare parameters are required for correct work of this mode:

- The RT, CT2, CT2+, EOE combinations are allowed in the category 10
- no limitations on booking codes (in the Table 999).

Additionally, this mode supports the inclusion of  $\pm 3$  days range in each flight option list. It is set by the `search.showCartesianPeriod` parameter which may have the following values:

- `true` –  $\pm 3$  days range in each flight option list is displayed
- `false` –  $\pm 3$  days range in each flight option list is not displayed (it is set by default).

The `search.showCartesianPeriod` parameter works only if `pricing.useFareGroup = cartesian_classified`.

The flight option block with enabled fare group display mode is presented in Figure 33.

SIRENA TRAVEL

Search Passengers Additional services Payment Register Login

From: Moscow (MOW) To: Tjumen (TJM) Depart date: 13.07.2015 one-way Direct flights only ± 3 days

Adults: 1 with children Standard Find

Flight	Departure	Arrival	Connections	Duration	Econom	Business	First
UT114	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	2 085 RUB Buy	1 485 RUB Buy	—
UT115	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	2 085 RUB Buy	1 485 RUB Buy	—
UT777	10:00 Moscow Vnukovo	13:00 Tjumen Roschino		1:00	2 085 RUB Buy	1 485 RUB Buy	2 285 RUB Buy
UT222	10:00 Moscow Vnukovo	13:00 Tjumen Roschino		1:00	2 085 RUB Buy	1 485 RUB Buy	—
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	2 085 RUB Buy	1 485 RUB Buy	2 285 RUB Buy

**Figure 33. Fare group display mode.**

To get fare group data, click on its name (Figure 34).

Search Passengers Additional services Payment Register Login

From: Moscow (MOW) To: Tjumen (TJM) Depart date: 13.07.2015 one-way Direct flights only ± 3 days

Adults: 1 with children Standard Find

Fare:First

First class

Close

Flight	Departure	Arrival	Connections	Duration	Econom	Business	First
UT114	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	2 085 RUB Buy	1 485 RUB Buy	—

**Figure 34. Fare group data modal window.**

The fare group display based on selected booking class is presented in Figure 35.

Flight	Departure	Arrival	Connections	Duration	Total price
UT114	09:30 Moscow Vnukovo	15:00 Tjumen Roschino		3:30	1 485 RUB Buy

**Figure 35. The mode of fare group display based on selected booking class.**

The flight option block with the enabled dual-class pricing (economy or business classes which are set in "Sirena-Travel" GDS) display mode is presented in Figure 36.

Flight	Departure	Arrival	Connections	Duration	Economy	Business
UT461	10:00 Moscow Vnukovo	14:15 Tjumen Roschino		2:15	1 685 RUB Buy	1 485 RUB Buy

**Figure 36. Viewing flight options in the dual-class pricing mode.**

The mode of separate display for outbound flight and return flight lists with the presentation of free seats value by fare groups and with the inclusion  $\pm 3$  days range in each flight option list is presented in Figure 37.

Search
Passengers
Additional services
Payment
Register
Login

From: Moscow (MOW) To: Tjumen (TJM)

one-way  Depart date: 13.07.2015 Return Date: 20.07.2015

Direct flights only   $\pm 3$  days

Adults: 1 with children  Standard

[Add segment](#)

**Find**

Select outbound flight: Moscow — Tjumen

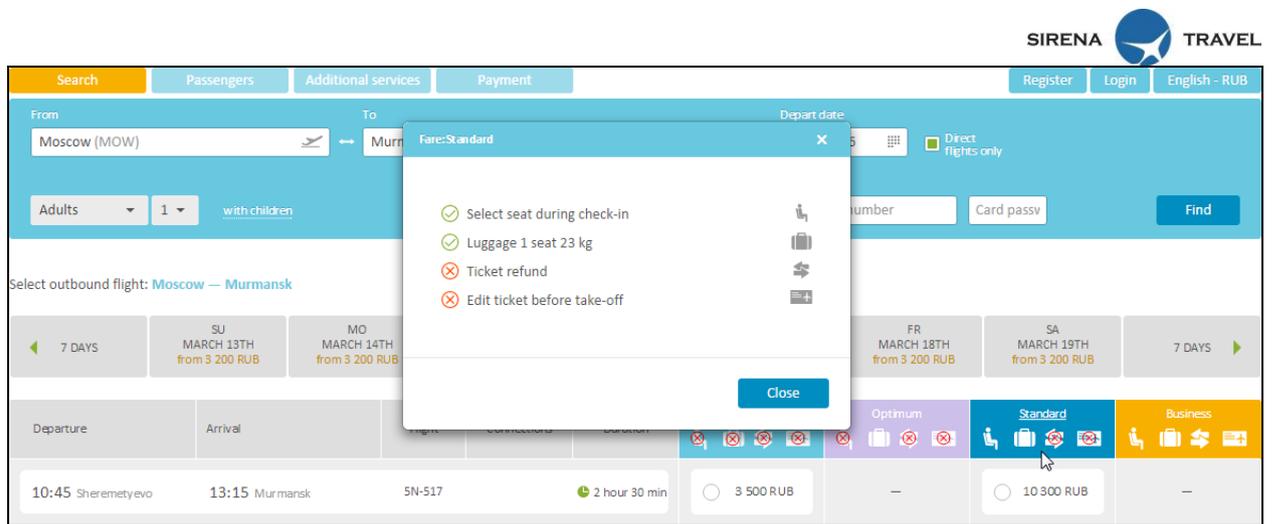
7 DAYS
FR JULY 10TH
SA JULY 11TH
SU JULY 12TH
MO JULY 13TH
TU JULY 14TH
WE JULY 15TH
TH JULY 16TH
7 DAYS

Departure	Arrival	Flight	Connections	Duration	Economy	Business	First
09:30 Vnukovo	15:00 Roschino	UT-115		3 hour 30 min	2 085 RUB	1 485 RUB	—
09:30 Vnukovo	15:00 Roschino	UT-114		3 hour 30 min	2 085 RUB	1 485 RUB	—
10:00 Vnukovo	13:00 Roschino	UT-222		1 hour 0 min	2 085 RUB	1 485 RUB	—
10:00 Vnukovo	13:00 Roschino	UT-777		1 hour 0 min	2 085 RUB	1 485 RUB	2 285 RUB
10:00 Domodedovo	14:25 Roschino	UT-2222		2 hour 25 min	23 075 RUB <small>2 seats</small>	—	—
10:00 Vnukovo	14:15 Roschino	UT-461		2 hour 15 min	2 085 RUB	1 485 RUB	2 285 RUB

**Figure 37. The mode of separate display for outbound flight and return flight lists.**



For the mode of separate display for outbound flight and return flight lists with set fare groups, there is the following addition: fare parameters will be displayed as icons on the fields with fare names. To view fare info in a modal window, click a field with fare name (Figure 38).

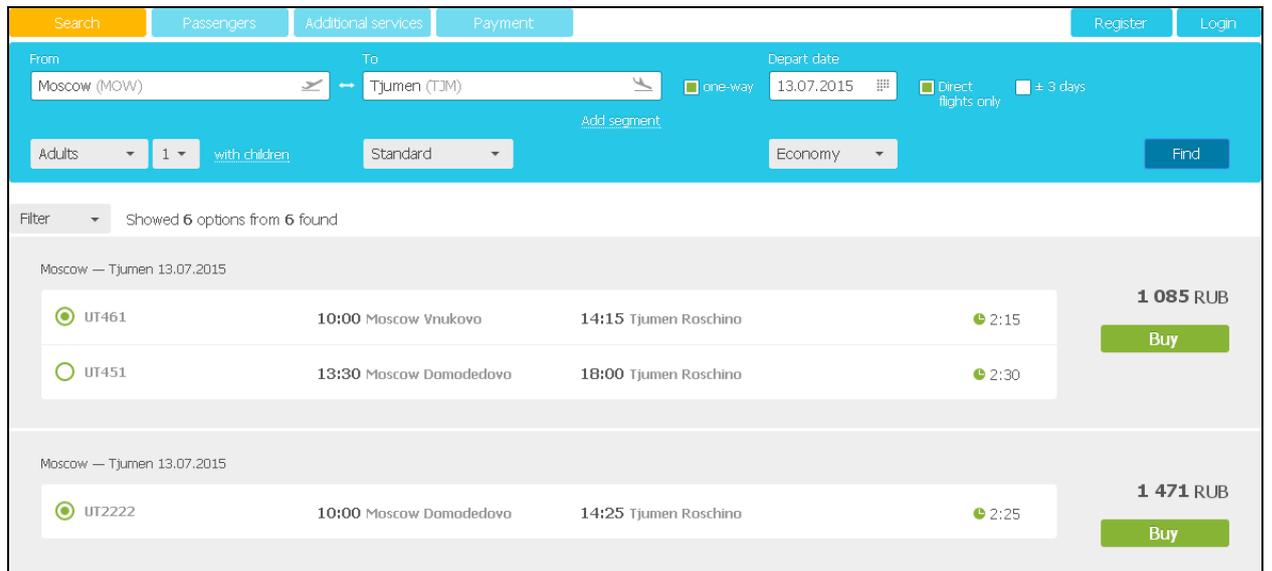


**Figure 38. Fare info modal window.**

To select a flight option and proceed to the next step, click the button with the flight price in the right part of the row which contains the description of the flight option. Proceeding to view the selected flight option detailed information will be performed.

### 2.1.6.3. Displaying the flight option list in the agent output form of search results

The flight option block in the agent output form of search results is displayed in Figure 39.



**Figure 39. Flight option block in the agent output form of search results.**

To proceed to the next step, select a flight option from the found options by clicking  (if the flight option includes several flights) and then click **Buy**.

When booking tickets in the "round-trip" direction, at first select the outbound flight option and then return flight option.

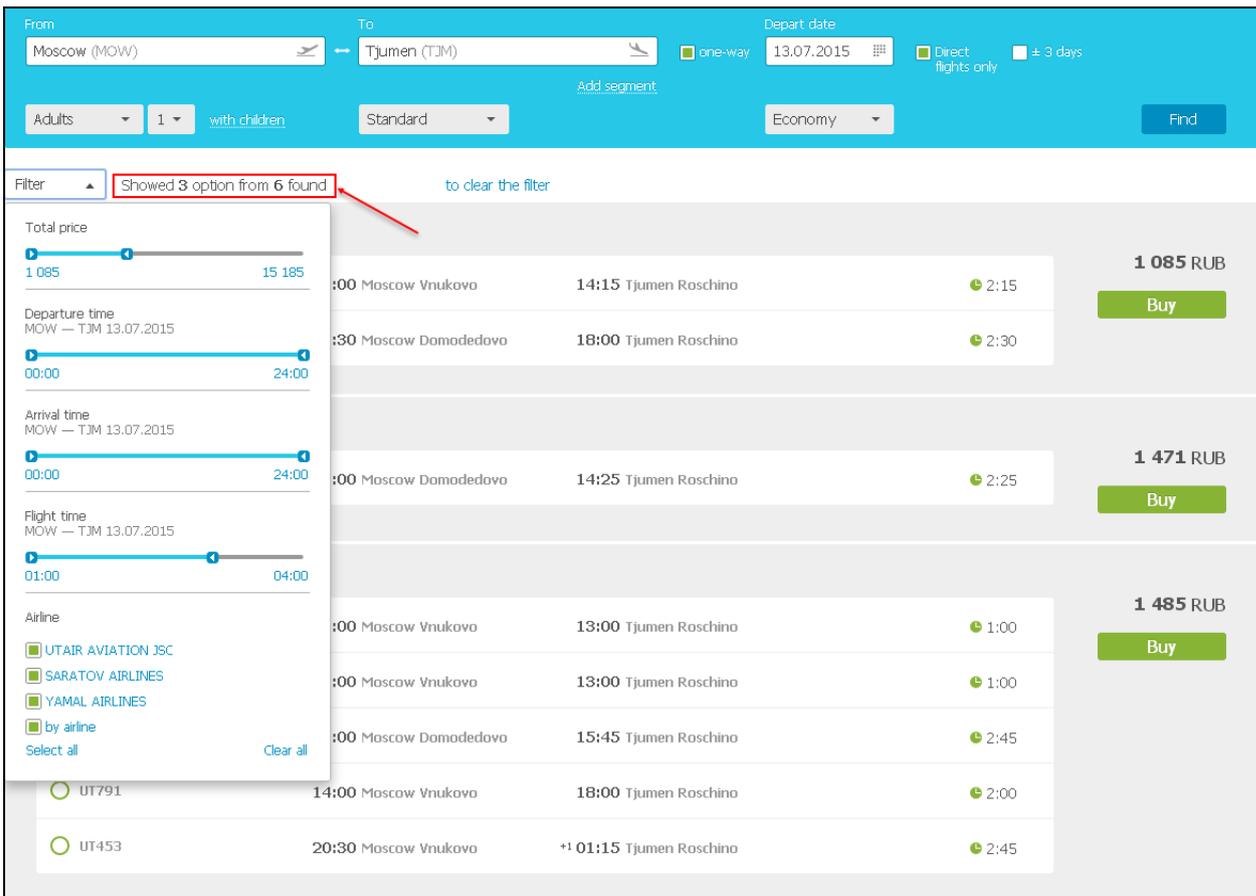
The **Filter** drop-down menu is located above the flight options. A user can filter search results by the following parameters:

- Price (flight price)
- Departure time
- Arrival time
- Flight duration
- Airline.

After changing filter values, the list of flight options is updated automatically in accordance with the new filter conditions.

All the filters except for the **Airline** filter have the form of sliders to select a range of values. The change of the range is performed by moving the arrows ,  to the right or to the left.

When applying filters, a number of results without filter application and a number of results with filter application are displayed in the search result block (Figure 40).



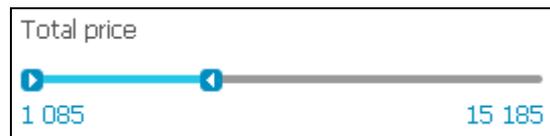
The screenshot shows a flight search interface for a route from Moscow (MOW) to Tjumen (TJM) on 13.07.2015. The search results are filtered by price, showing 3 options from a total of 6 found. The filter menu is open, displaying sliders for Total price (1 085 to 15 185 RUB), Departure time (00:00 to 24:00), Arrival time (00:00 to 24:00), and Flight time (01:00 to 04:00). The airline filter is set to 'by airline' and includes UTAIR AVIATION JSC, SARATOV AIRLINES, and YAMAL AIRLINES. The search results table shows the following flights:

Flight ID	Origin	Destination	Time	Price (RUB)	Action
UT791	Moscow Vnukovo	Tjumen Roschino	14:00 - 18:00	1 085	Buy
UT453	Moscow Vnukovo	Tjumen Roschino	20:30 - +1 01:15	1 485	Buy

**Figure 40. Number of the found flight options.**

Filtering of flight options by price (flight price) presents flight options with the prices fitting the specified price range will be displayed in search results.

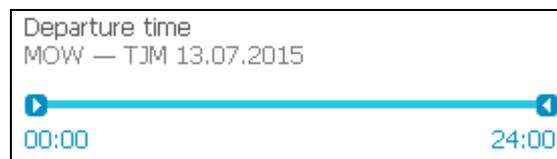
The minimum flight price from the found options is taken as the minimum range value. The maximum flight price is taken as the maximum range value.



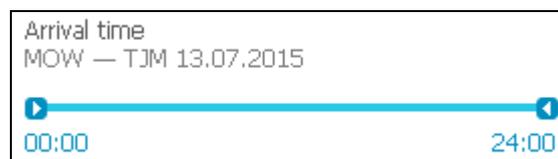
**Figure 41. The "Price" filter.**

Filtering of flight options by departure / arrival time presents flights with the departure time fitting the specified time range will be displayed in search results.

The minimum parameter value is 00:00, the maximum parameter value is 24:00. The individual "Departure time" and "Arrival time" filters are created for each airport.



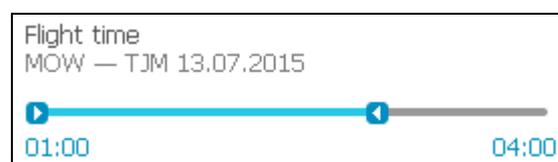
**Figure 42. The "Departure time" filter.**



**Figure 43. The "Arrival time" filter.**

As a result of filtering of flight options by flight duration (Figure 44), flights with the flight duration fitting the specified time range will be displayed in search results.

The minimum flight duration from the found flight options is taken as the minimum range value. The maximum flight duration is taken as the maximum range value.



**Figure 44. The "Flight time" filter.**

Filtering of flight options by airlines presents a list of airlines with the possibility of multiple selection.



**Figure 45. The "Airline" filter.**

Depending on if the check box of one or another airline is selected or not selected, flights of this airline will be presented or hidden in search results.

Flights of all airlines are displayed by default.

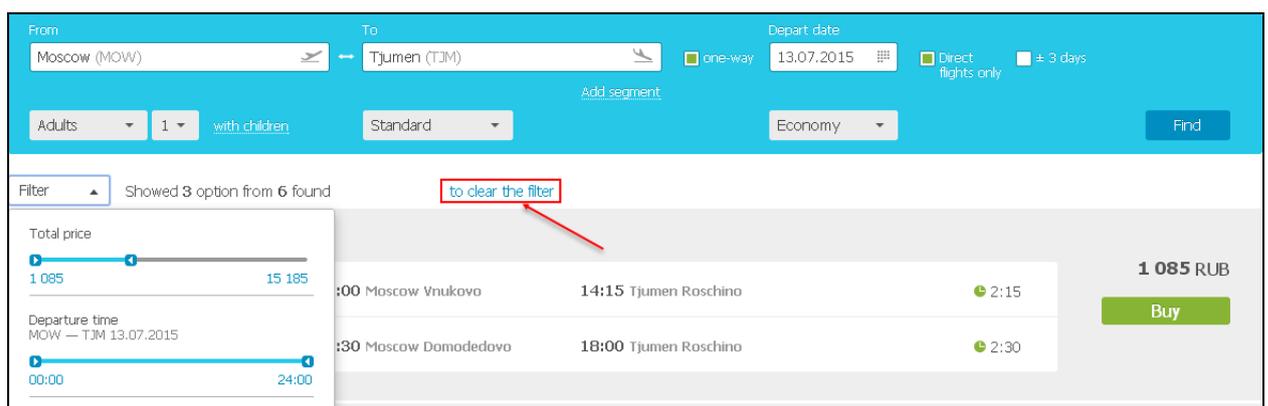
It is possible to select all airlines / cancel the selection for all airlines by the "Select all" / "Clear all" links.

The following filtering values by connection number are possible:

- Direct flight
- Not more than one
- Any.

The value which was selected in the search parameters is specified by default (the "Direct flights only" check box is selected).

To reset filtering, click **to clear the filter** (Figure 46). All the found flight options will be displayed on the list.

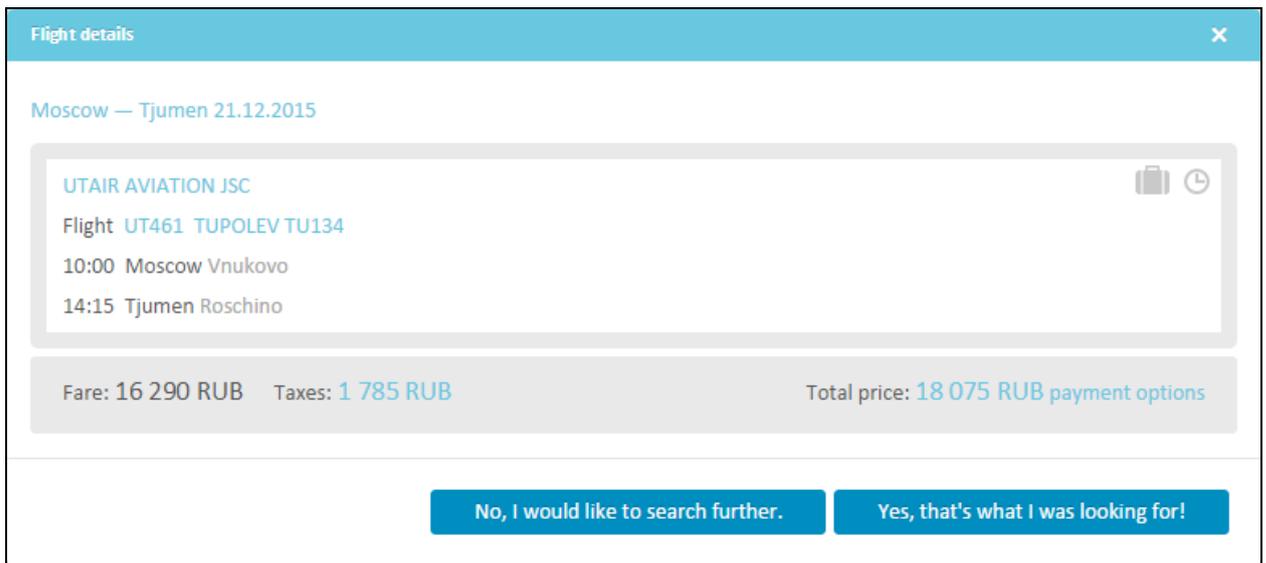


**Figure 46. Reset filtering.**

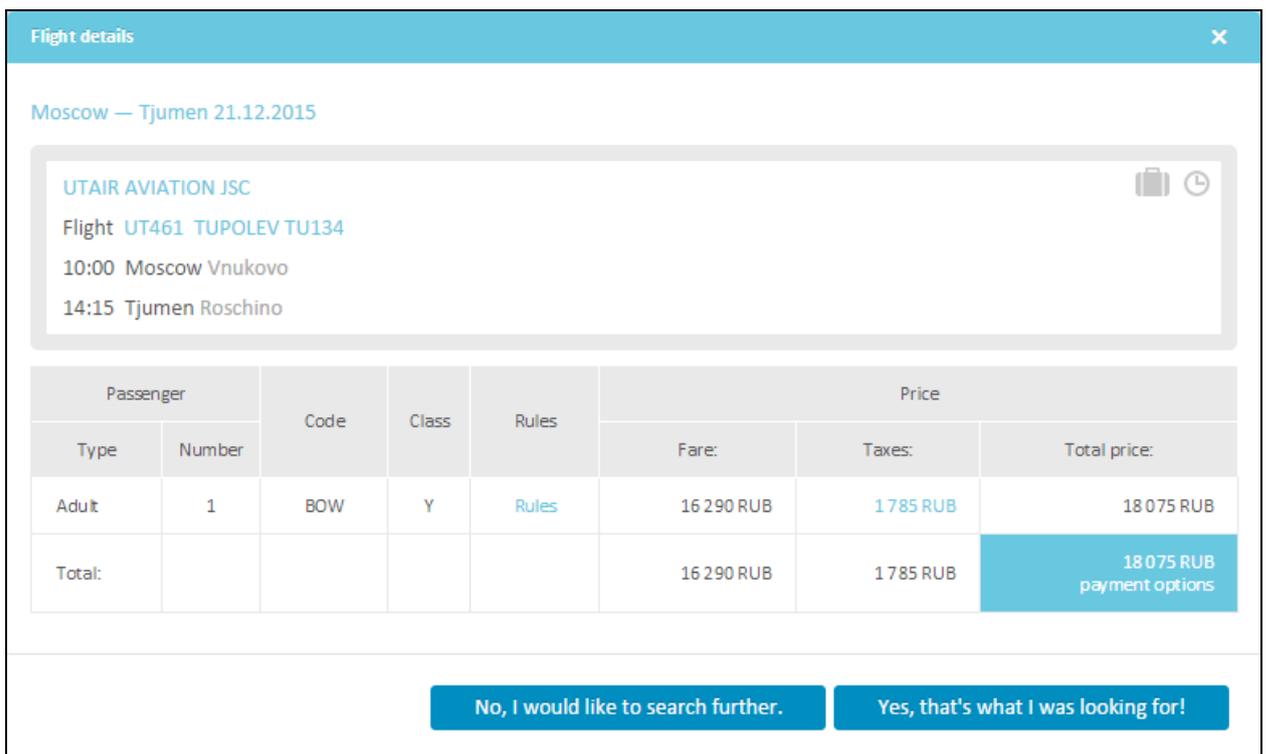
To select an option, click the button which contains the flight price. Proceeding to the next step will be performed.

### 2.1.6.4. Viewing detailed information about flight conditions and fare rules

The window with detailed information about flight conditions is presented in Figures 47, 48.



**Figure 47. Window with flight condition details without price details.**



**Figure 48. Window with flight condition and price details.**



Price detail display is set by the `search.fullDetailedPrice` parameter which may have the following values:

- `true` – price details are displayed
- `false` – price details are not displayed.

The `true` value is set by default.

The option to display fee details in the ScreenTip is available for both modes of price detail display (on/off).



Fee detail display in the ScreenTip is set by the `search.showTaxDesc` parameter which may have the following values:

- `true` – fee details are displayed
- `false` – fee details are not displayed.

The `false` value is set by default. If the `true` value is set then fee details also will be included in the booking confirmation e-mail.

To see fee details, move the cursor over the **Taxes** field. The ScreenTip will be presented (Figure 49).

Flight details
✕

Moscow — Tjumen 21.12.2015

UTAIR AVIATION JSC 🛫 ⌚

Flight **UT461 TUPOLEV TU134**

10:00 Moscow Vnukovo

14:15 Tjumen Roschino

Passenger		Code	Class	Rules	Price		
Type	Number						
Adult	1	BOW	Y	<a href="#">Rules</a>	16 290 RUB	1 785 RUB	18 075 RUB
Total:					16 290 RUB	1 785 RUB	18 075 RUB payment options

No, I would like to search further.

Yes, that's what I was looking for!

**Figure 49. The fee details ScreenTip.**

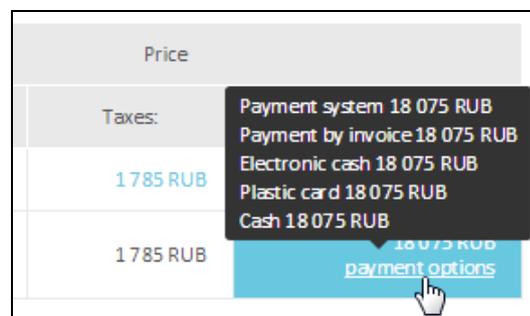


To add booking procedure additional description in the modal window to the flight condition details window (Figures 47, 48), specify values of the following aliases:

- `oxygen.search.priceDetail.label.agreeCaption` – the caption of the modal window with the description of the booking procedure
- `oxygen.search.priceDetail.label.agreeBody` – the text of the description of the booking procedure in html format.

If these parameters are adjusted, then the additional link to open the modal window will be presented next to the field of the fare rules.

To see payment options available for the selected flight, move the cursor over the **payment options** link. It is available for both modes of price detail display (on/off). The information will be presented in the ScreenTip (Figure 50).



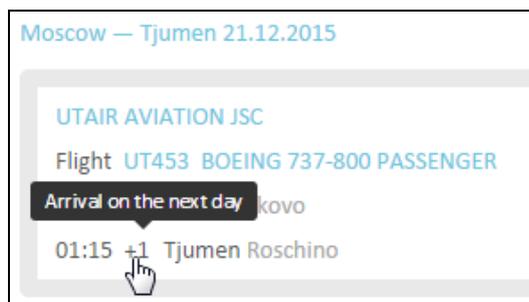
**Figure 50. The payment options ScreenTip**



Payment option display is set using the following aliases:

- **payment options** link name – `oxygen.search.priceDetail.label.fopList`
- cash payment name – `oxygen.dictionary.paymentForm.cash`
- non-cash payment name – `oxygen.dictionary.paymentForm.juridical`
- credit card payment name – `oxygen.dictionary.paymentForm.plastic_card`
- **Payment system** form name – `oxygen.dictionary.paymentForm.spp`
- **Electronic cash** form name – `oxygen.dictionary.paymentForm.electronic_money`.

If the flight option implies the arrival on the next day after the departure day, then this information is specified in the indication form "+1" with the ScreenTip (Figure 51).



**Figure 51. "Arrival on the next day" indication in the detailed information window.**

To view flight duration, move the cursor over the sign  in the flight information area. The ScreenTip will be presented (Figure 52).



**Figure 52. Viewing the flight duration.**

Then, it is possible to stop on the selected option and click **Yes, that's what I was looking for!** (proceed to the **Passengers** section) or continue searching and click **No, I would like to search further** (return to the previous step).

On following the **Fare rules** link, it is possible to view the full or abridged text of fare rules.



Display setting of fare rules is performed by the pricing.show16categoryOnly parameter. The parameter may have the following values:

- true - display category 16 of fare rules only
- false - display the full text of fare rules.

The false value is specified by default.

Display setting of fare rules in the flight condition details window is performed by the search.joinUptDetailedPrice parameter. The parameter may have the following values:

- true – fare rules are displayed
- false – fare rules are not displayed.

The false value is specified by default.

The flight condition details window with fare rules is presented in Figure 53.

Flight UT115  
 MOW - TJM  
 18.07.2015  
 Adult  
 Fare:YSS

\*MOW-UT-TJM\*

Short UPT text

For fares with fare class code 'YSS', used as *OW* (one-way).

Pricing category type 'N'-normal.

Booking codes:

Y

0. Title/Application

-----

APPLICATION TITLE - ТАРИФ ПО ДОГОВОРАМ

FOR THIS FARES APPLIED ECONOMY CLASS SERVICE.

THIS RULE GOVERNS *OW* RULES.

NOTE:

ТАРИФ ДЛЯ ОФОРМЛЕНИЯ АВИАБИЛЕТОВ: \* ПО ДОГОВОРУ С АГЕНТСТВОМ РЕСПУБЛИКИ КОМИ ПО СОЦИАЛЬНОМУ РАЗВИТИЮ (5205\4\07 ЛПП); \* ПО ГОС.КОНТРАКТАМ 1\09 ЛПП И 2\09 ЛПП С ФОНДОМ СОЦИАЛЬНОГО СТРАХОВАНИЯ РФ ПО ХМАО-ЮГРЕ.

1. Eligibility

-----

fare applied for 'ADT'-ADULT.

5. Advance reservation/ticketing

**Figure 53. The flight condition details window with fare rules.**



The pricing.uptLang parameter allows to perform forced setting of the display fare rules text language. If parameter value is not specified, then the fare rules display language is the same as the website display language. The value format is the language code in "Sirena-Travel" GDS. For example, if you specify the code en (the English language) in the parameter value then the fare rules text will always be displayed in English.

To view baggage allowance information on the selected flights, move the cursor over the sign  in the flight information area. The baggage allowance information will be presented in the ScreenTip (Figure 54).

Moscow — Tjumen 21.12.2015

UTAIR AVIATION JSC

Flight **UT453 BOEING 737-800 PASSENGER**

20:30 Moscow Vnukovo

01:15 +1 Tjumen Roschino

Baggage allowance on the flight UT453  
 Adult: Luggage quantity should not exceed 1 pcs. per person

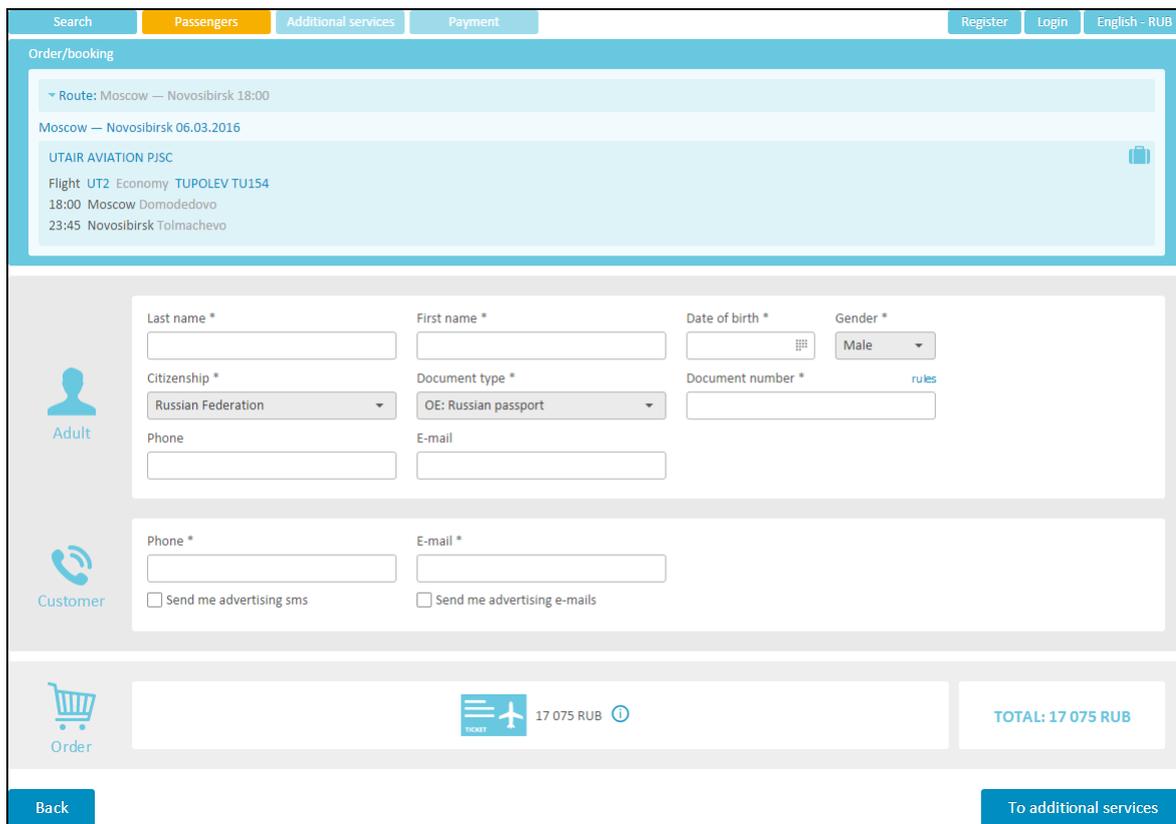
**Figure 54. Viewing baggage allowance information.**

## 2.2. Step 2. Entering passenger and customer data

### 2.2.1. Flight plan

After selecting the flight option, the **Passengers** page will be presented. There is the **Order/booking** information section on the top. On this step, the section includes the **Route** block with the flight plan in collapsed view. To expand it, click on the **Route** line.

The flight plan contains general information about a flight on the **Passengers** page: airline name, flight number, aircraft type, flight route, departure/arrival date and time. The flight price is presented in the **Order** subsection in the bottom (Figure 55).



Search Passengers Additional services Payment Register Login English - RUB

Order/booking

Route: Moscow — Novosibirsk 18:00

Moscow — Novosibirsk 06.03.2016

UTAIR AVIATION PJSC

Flight UT2 Economy TUPOLEV TU154

18:00 Moscow Domodedovo

23:45 Novosibirsk Tolmachevo

Last name \* First name \* Date of birth \* Gender \*  
Citizenship \* Document type \* Document number \* rules  
Phone E-mail

Adult

Phone \* E-mail \*  
 Send me advertising sms  Send me advertising e-mails

Customer

Order

17 075 RUB

TOTAL: 17 075 RUB

Back To additional services

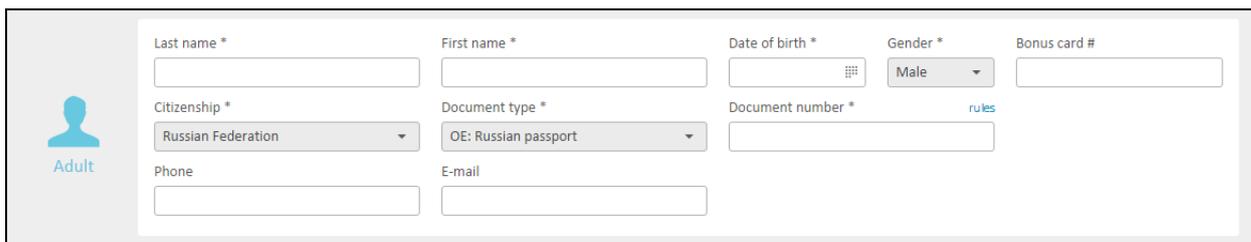
**Figure 55. Flight plan on the Passengers page.**

To view the ticket price details, click  to the right of the price in the **Order** subsection in the window bottom part.

There are two types of passenger data entering: the manual (Sec. 2.2.2) and the automatic (Sec. 2.2.3). After passenger data is specified, click **To additional services**.



The `passengers.allowBonusCard` parameter with the true value (it is false by default) allows to add the **Bonus card #** reference field on the passenger data form (Figure 56).



Last name \* First name \* Date of birth \* Gender \* Bonus card #  
Citizenship \* Document type \* Document number \* rules  
Phone E-mail

Adult

**Figure 56. The Bonus card # field on the passenger data form.**

### 2.2.2. Entering data about passengers manually

A separate form is filled in for each passenger. The description of the passenger parameters whose values are entered in the fields of the form is provided in Table 2.

**Table 2. Passenger parameters**

<b>Parameter</b>	<b>Description</b>
Greeting	Greeting to a passenger. The field is filled in automatically depending on passenger gender
First name, Last name	First and last name of a passenger  The field may contain only letters and dash / hyphen (for entering double-barrelled surnames / names)  If it is booked outside the Russian Federation and CIS, then the full name of a passenger is specified in Latin characters (as in the international passport)
Date of birth	Passenger birth date  It is allowed to enter birth date both from the keyboard in the DD.MM.YYYY and using the standard graphic element "Calendar"  Age of a passenger should correspond to the passenger category specified in the first step of booking (when entering search parameters)  Age of all the passenger categories is checked relative to the first flight date
Gender	Passenger gender: <ul style="list-style-type: none"><li>• Male</li><li>• Female</li></ul>
Citizenship	Passenger citizenship (a country)

Parameter	Description
Document type	<p>Passenger identity document type</p> <p>Possible document types:</p> <ul style="list-style-type: none"><li>• Passport</li><li>• International passport</li><li>• Birth certificate</li></ul> <p>If transportation is performed outside the Russian Federation and CIS, then only documents of the "international" type are admissible</p>
Document number	<p>Number of the passenger identity document</p> <p>It contains only figures and letters</p> <p>Document number for all document types must contain only symbols, figures and spaces (no special symbols *, /, - and so on)</p> <p>Document number length for the "International passport" document type should be equal to 9 symbols (figures)</p> <p>Document number length for the "Passport" document type should be equal to 10 symbols</p>
Expiry date	<p>Expiry date of the passenger identity document</p> <p>The parameter is available only for the "International passport" document type</p>
Phone	<p>Contact phone number</p> <p>Phone number format: [Country code][City code][Number], for example, 79161234567</p>
E-mail	<p>Contact e-mail</p> <p>E-mail address format: mail@mail.com</p> <p>It is used to send booking and payment confirmations, itinerary receipts and other corresponding documents</p>
Bonus card #	<p>FFP card number (it is added to the data form with the passengers.allowBonusCard = true setting)</p>

**Table 3. Passenger parameter settings**

Parameter	Description
Date of birth	<p>Age limit for categories are set by the following parameters:</p> <ul style="list-style-type: none"> <li>• <code>passenger.minAdultAge</code> – the minimum age of an adult. The value format is the integer. The default value is 0 (zero).</li> <li>• <code>passenger.rbg_age</code> – the maximum age of a child (for estimation and control). The value format is the integer. The default value is 11.</li> <li>• <code>passenger.rmg_age</code> – the maximum age of an infant (for estimation and control). The value format is the integer. The default value is 1.</li> </ul>
Document type	<p>The <code>passengers.documents</code> parameter allows to specify valid passenger documents (document types which will be available for a user to select). The parameter may have the following values:</p> <ul style="list-style-type: none"> <li>• PS: Russian passport</li> <li>• SR: birth certificate</li> <li>• PSP: international passport</li> <li>• NP: national passport</li> </ul> <p>Document codes used in "Sirena-Travel" GDS are specified in the parameter value separated by a comma. The default value is PS,SR,PSP.</p> <p>The <code>passengers.documentsDefault</code> parameter contains the default document code for domestic transportation. The default value is PS.</p> <p>The <code>passengers.documentsDefaultInternational</code> parameter contains the default document code for international transportation. The default value is PSP.</p> <p>The <code>passengers.RU_SR_Regex</code> parameter contains the regular expression <code>(^[IVX]+[A-Яа-я]{2})d{6}\$</code> to check the number format of passenger birth certificates who are Russian Federation citizens.</p>

Parameter	Description
Document number (previous Oxygen versions)	<p>Document number format tip may be presented in the corresponding modal window using the following aliases:</p> <pre>oxygen.passengers.label.documentNumber which contains Document number&lt;a href="#" class="info-popup" data-alias="oxygen.alias.infoPass" data-header="oxygen.alias.infoCaptionDoc" data-template="info_popup_body"&gt;&lt;img class="help" src="https://site/images/help.png" title="Document number format" alt="Document number format"&gt;&lt;/a&gt;</pre> <p>where</p> <ul style="list-style-type: none"><li>• Document number – document number parameter name</li><li>• oxygen.alias.infoPass – alias with HTML-text for document number format tip</li><li>• oxygen.alias.infoCaptionDoc – alias with the modal window header name</li><li>• https://site/images/help.png – picture file of the button which opens the modal window</li><li>• title="Document number format" alt="Document number format" – button ScreenTip.</li></ul> <p>The example of the button which opens the modal window with document number format tip is presented in Figure 57.</p> <p>The example of the modal window with document number format tip is presented in Figure 59.</p>

Parameter	Description
Document number (new Oxygen version)	<p data-bbox="614 226 1461 293">Document number format tip may be presented in the corresponding modal window using the following aliases:</p> <ul data-bbox="614 338 1461 651" style="list-style-type: none"><li data-bbox="614 338 1461 439">• <code>oxygen.passengers.label.documentNumber.rules</code> — name of the link which opens the modal window with document number format tip</li><li data-bbox="614 483 1461 551">• <code>oxygen.passengers.documentNumberRules.header</code> — modal window header name</li><li data-bbox="614 595 1461 651">• <code>oxygen.passengers.documentNumberRules.desc</code> — modal window text.</li></ul> <p data-bbox="614 696 1461 763">The example of the link which opens the modal window with document number format tip is presented in Figure 58.</p> <p data-bbox="614 797 1461 864">The example of the modal window with document number format tip is presented in Figure 59.</p> <p data-bbox="614 898 1461 965">There are aliases containing warning texts for tooltips opened when document number is specified in wrong format:</p> <ul data-bbox="614 1010 1461 1227" style="list-style-type: none"><li data-bbox="614 1010 1461 1043">• <code>oxygen.passengers.form.error.passengerSR</code> — for birth certificate;</li><li data-bbox="614 1077 1461 1111">• <code>oxygen.passengers.form.error.passengerPS</code> — for Russian passport;</li><li data-bbox="614 1144 1461 1227">• <code>oxygen.passengers.form.error.passengerPSP</code> — for international passport.</li></ul>

Parameter	Description
Phone	<p>The <code>passengers.allowMobilePhone</code> parameter defines whether it is necessary to provide a possibility for a user to specify passenger mobile phone number. The parameter may have the following values:</p> <ul style="list-style-type: none"><li>• <code>true</code> – yes</li><li>• <code>false</code> – no.</li></ul> <p>The <code>false</code> value is specified by default.</p> <p>The <code>passengers.phoneRegexp</code> parameter contains the regular expression to check passenger phone number format. The default value is not specified.</p> <p>The <code>passengers.requireMobilePhone</code> parameter defines whether it is mandatory for a user to specify passenger mobile phone number. The parameter may have the following values:</p> <ul style="list-style-type: none"><li>• <code>true</code> – yes</li><li>• <code>false</code> – no.</li></ul> <p>The <code>false</code> value is specified by default.</p>

Parameter	Description
E-mail	<p>The passengers.allowEmail parameter defines whether it is necessary to provide a possibility for a user to specify passenger e-mail. The parameter may have the following values:</p> <ul style="list-style-type: none"><li>• true – yes</li><li>• false – no.</li></ul> <p>The false value is specified by default.</p> <p>The passengers.requireEmail parameter defines whether it is mandatory for a user to specify passenger e-mail. The parameter may have following values:</p> <ul style="list-style-type: none"><li>• true – yes</li><li>• false – no.</li></ul> <p>The false value is specified by default.</p> <p>To edit the template of booking confirmation e-mail subject, use the oxygen.mail.booking.subject.template alias. It can be composed with the following parameters:</p> <ul style="list-style-type: none"><li>• ^pnr\$ – order number</li><li>• ^firstPassLastName\$ – the 1st passenger last name</li><li>• ^firstPassFirstName\$ – the 1st passenger first name</li><li>• ^customerLastName\$ – customer last name</li><li>• ^customerFirstName\$ – customer first name</li><li>• ^allPassLastNames\$ – last names of all passengers separated by commas.</li></ul> <p>For example, to create booking confirmation e-mail subject with order number and passenger list, include the following text in the oxygen.mail.booking.subject.template alias:</p> <p>You've made the order #^pnr\$. Passengers: ^allPassLastNames\$</p>

Search Passengers Additional services Payment Register Login

Moscow — Saint Petersburg 15.04.2015

UT369 Economy  
11:05 Moscow Vnukovo  
12:25 Saint Petersburg Pulkovo  
Airline: UT Aircraft: TU5

Total:	
Flight	2 490 RUB
Taxes	643 RUB
<b>Total price:</b>	<b>3 133 RUB</b>

**Adult**

First name \*  Citizenship \* Russian Federation

Last name \*  Document type \* Паспорт гражданина РФ

Date of birth \*  Document number \*  Document number format

Gender \* Male Phone

E-mail

[I'm the customer](#)

Back Next

**Figure 57. The button which opens the modal window with document number format tip (previous Oxygen versions)**

Search Passengers Additional services Payment Register Login

Order/booking

Route: Moscow — Tjumen 18.07.2015 09:30

**Adult**

Last name \*  First name \*  Date of birth \*  Gender \* Male

Citizenship \* Russian Federation Document type \* Russian passport Document number \*  [rules](#)

Phone  E-mail

**Customer**

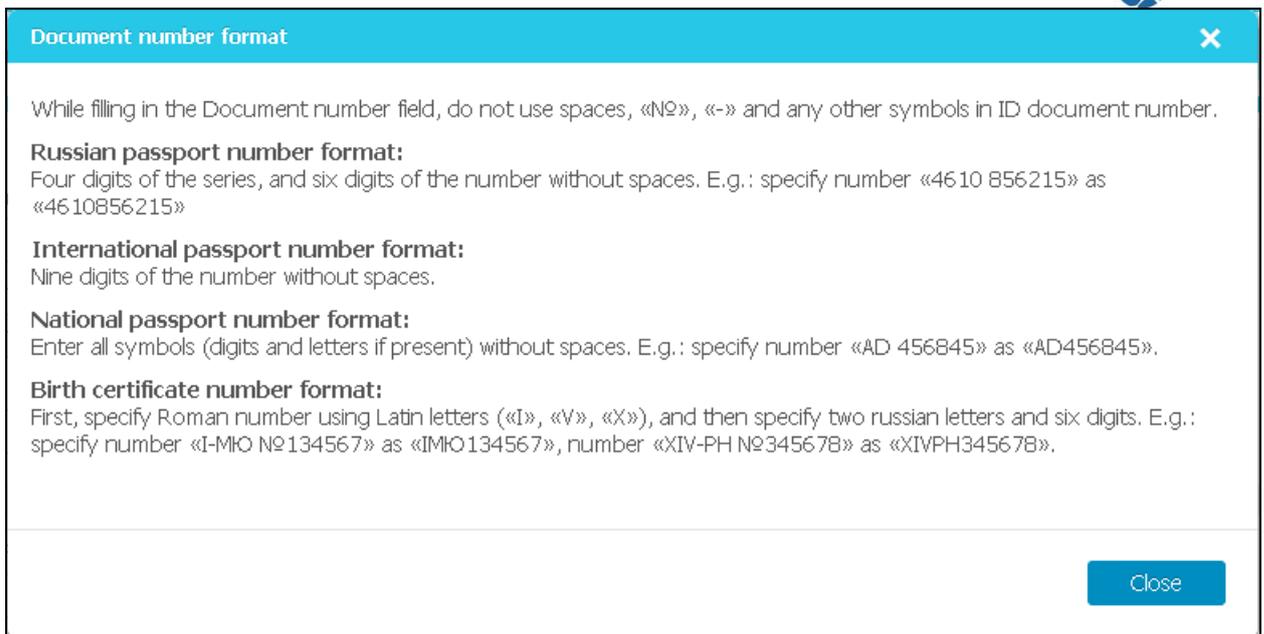
Phone \*  E-mail \*

Send me advertising sms  Send me advertising e-mails

**Order** 2 105 RUB [i](#) **Total: 2 105 RUB**

Back [To additional services](#)

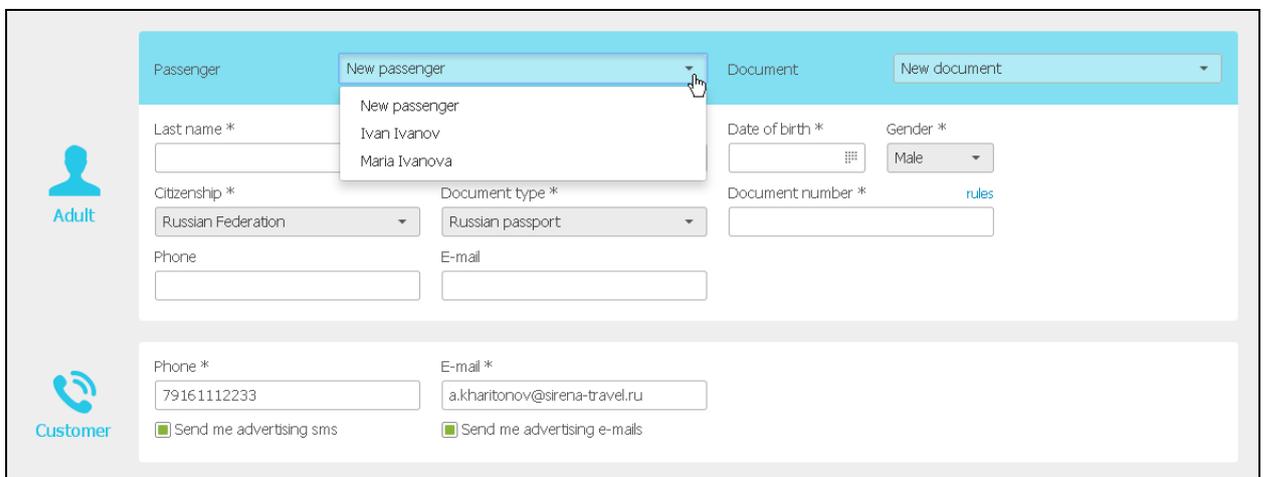
**Figure 58. The link which opens the modal window with document number format tip (new Oxygen version)**



**Figure 59. The modal window with document number format tip**

### 2.2.3. Passenger data automatic entering

If a user is authorized in the System and his / her personal account contains passengers, then the field for selecting a passenger from the list of passengers, saved in the System, is displayed on the page (taking into account a passenger category, see Figure 60).



The screenshot shows a form for adding a new passenger. At the top, there are two dropdown menus: 'Passenger' (set to 'New passenger') and 'Document' (set to 'New document'). Below these are several input fields:

- Last name \***: A text input field with a dropdown menu open showing 'New passenger', 'Ivan Ivanov', and 'Maria Ivanova'.
- Citizenship \***: A dropdown menu set to 'Russian Federation'.
- Document type \***: A dropdown menu set to 'Russian passport'.
- Date of birth \***: A date input field.
- Gender \***: A dropdown menu set to 'Male'.
- Document number \***: A text input field with a 'rules' link next to it.
- Phone**: A text input field.
- E-mail**: A text input field.

Below the main form, there is a 'Customer' section with:

- Phone \***: A text input field containing '79161112233'.
- E-mail \***: A text input field containing 'a.kharitonov@sirena-travel.ru'.
- Two checkboxes: 'Send me advertising sms' and 'Send me advertising e-mails', both of which are checked.

**Figure 60. Selecting a passenger from the list.**

When selecting a certain passenger in the field, the entry fields are filled in automatically. At the same time, the System takes into account the flight direction and selects the proper language and document type automatically.

If a flight is domestic then the System specifies the first name and the last name of a passenger in Russian and passport data (or birth certificate). If the flight is international then the System specifies the first name and the last name of a passenger in English and international passport data.

#### 2.2.4. Entering customer data

In the new Oxygen version, the customer data form is presented by the **Customer** subsection. It includes:

- the **Phone** field (it is mandatory)
- the **E-mail** field (it is mandatory)
- the **Send me advertising sms** check-box
- the **Send me advertising e-mails** check-box.

In the previous Oxygen versions, the customer data form is filled in just as the passenger form, except for the parameters "Gender", "Citizenship" and identity document parameters which are absent in the customer form. It is possible to copy any passenger data into the customer data form by clicking the **I'm the customer** link.

The data on users signed for the advertising may be acquired in the System back-office (Sec. 5.10.7).



Data entry setting is performed using the following parameters:

- **customer.firstNameRegex** – rules of entering a customer name. The value format is the regular expression. The default value is `^[a-zA-Z]{3,30}$`.
- **customer.isDocument** – the parameter defines whether it is necessary to request customer document information from a user. The parameter may have the following values:
  - `true` – yes
  - `false` – no.

The `false` value is specified by default.

- **customer.lastNameRegex** – rules of entering a customer last name. The value format is the regular expression. The default value is `^[a-zA-Z]{2,30}$`.
- **customer.phoneRegex** – rules of entering a phone number. The value format is the regular expression. The default value is not specified.
- **joinToFirstPassenger** – take customer data from the data of the first passenger. Hide the **Customer** block at the same time. The parameter may have the following values:
  - `true` – the parameter is enabled, the customer data is specified as it was specified for the first passenger, the **Customer** block is hidden
  - `false` – the **Customer** block is displayed, the customer data is specified manually.

The `false` value is specified by default.

- **customer.defaultIsMessageSend** – the default value of the **Send me advertising e-mails, Send me advertising sms** indications:
  - `true` – the check box is selected
  - `false` – the check box is cleared.

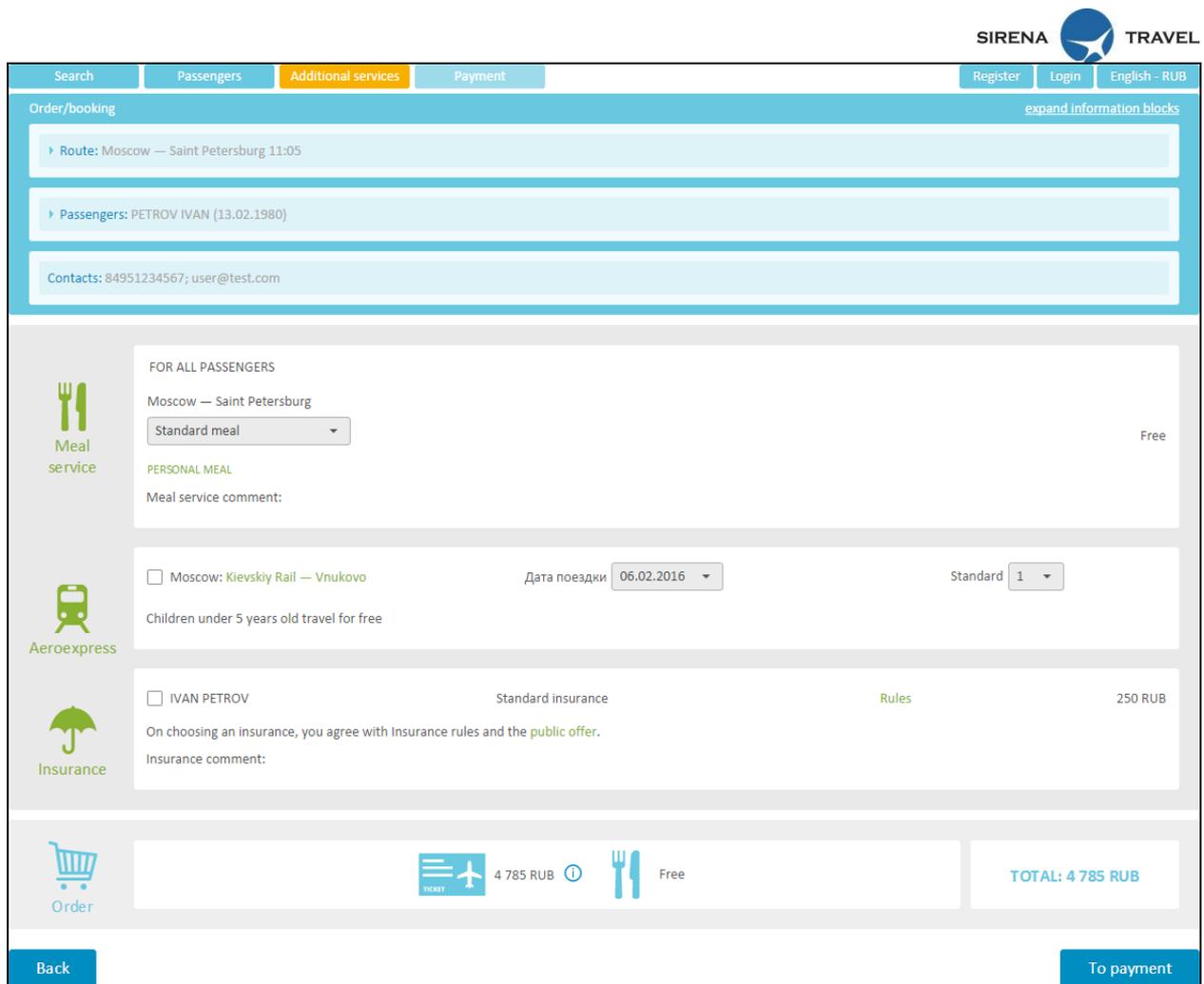
The `false` value is specified by default.

## 2.3. Step 3. Selecting additional services

### 2.3.1. Additional service features

If the possibility of additional services booking is provided on the selected flight then after entering data about passengers, proceeding to the **Additional services** page will be performed. If additional services booking is not provided, then proceeding to the **Payment** page will be performed.

On the **Additional services** page, a user may view the additional services available on the selected flight and select the ones which are required to add into the order.



**Figure 61. Additional service selection.**

It is possible to add the following types of additional services to the order:

- Special meal
- Passenger insurance
- Aeroexpress tickets.

An additional service price is displayed on the right of its name.

User may select additional services for each passenger and a route segment separately.

To view the ticket price details, click  to the right of the price in the **Order** subsection in the window bottom part.

After additional services are selected, click **To payment**.



Setting of the additional service page is performed using the following parameters:

- `extraServices.enable` – enable / disable the step of the additional services. The parameter may have the following values:

- `true` – enable
- `false` – disable.

The `false` value is specified by default.

- `extraServices.enableAeroexpress` – enable / disable the Aeroexpress ticket selection. The parameter may have the following values:

- `true` – enable
- `false` – disable.

The `true` value is specified by default.

- `extraServices.enableInsurance` – enable / disable the insurance selection. The parameter may have the following values:

- `true` – enable
- `false` – disable.

The `true` value is specified by default.

- `extraServices.enableMeal` – enable / disable the meal service selection. The parameter may have the following values:

- `true` – enable
- `false` – disable.

The `true` value is specified by default.

- `extraServices.showOnlyDefaultMealSelect` – show the meal service selection if there is no selection (the drop-down list for selecting a meal type with the only value "Standard" selected by default will be displayed on the page). The parameter may have the following values:

- `true` – display
- `false` – hide.

The `true` value is specified by default.

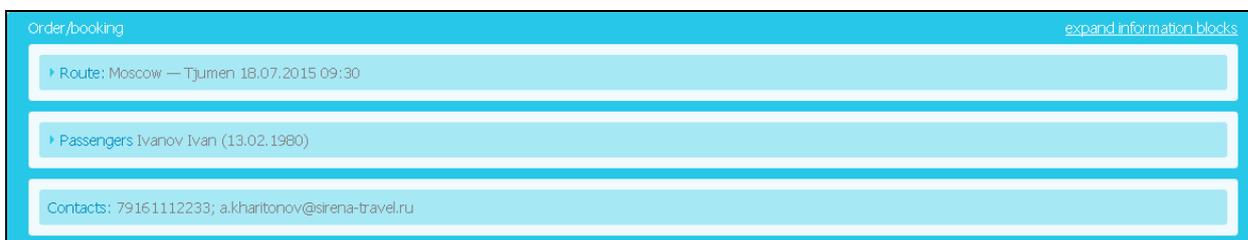
- `extraServices.showPageWhenVoid` – show the additional service page if additional services are not available on the selected flight. The parameter may have the following values:

- `true` – display
- `false` – hide.

The `false` value is specified by default.

### 2.3.2. Flight plan

Passenger information is added to the **Order/booking** information section on the **Additional services** page. The **Passenger** block is collapsed by default. To expand it, click its row. To expand all blocks, click the **expand information blocks** link.

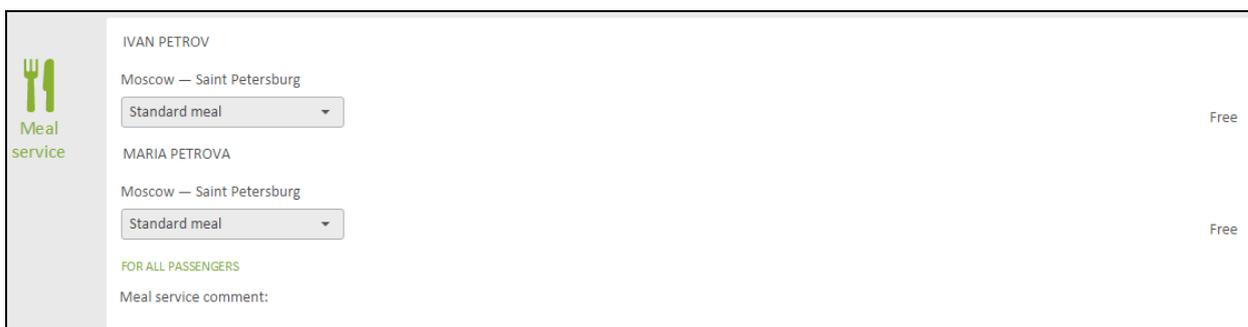


**Figure 62.** The “Order/booking” information section on the “Additional services” page.

### 2.3.3. Special meal

By default, special meal is selected the same for all passengers. It is indicated by the “FOR ALL PASSENGERS” title in the **Meal service** block.

To select personal meal for every passenger separately, click the **PERSONAL MEAL** link. The **Meal service** block will be transformed (Figure 63).



**Figure 63.** Personal meal selection for every passenger.

To return to the same meal selection for all passengers, click the **FOR ALL PASSENGERS** link.

#### To select special meal:

- Select a meal type for each passenger (all passengers) and each segment separately in the **Meal service** block (Figure 64).



**Figure 64. Special meal selection.**



The comment example is marked with the rectangular box on Figure 65.



**Figure 65. Comment example to the Meal service block.**

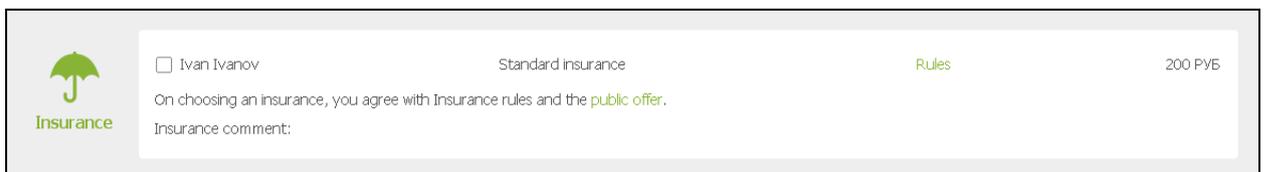
Detailed guidelines for working with aliases are provided in Sec. 5.3.

### 2.3.4. Passenger insurance

#### To insure passengers:

- Select check boxes next to the selected passenger names in the **Insurance** block (Figure 66).

Insurance policies will be formed for the selected passengers and after the order payment, they and ITR will be sent to the customer e-mail.



**Figure 66. Passenger insurance.**

To read the insurance rules and its public offer, click the corresponding links.



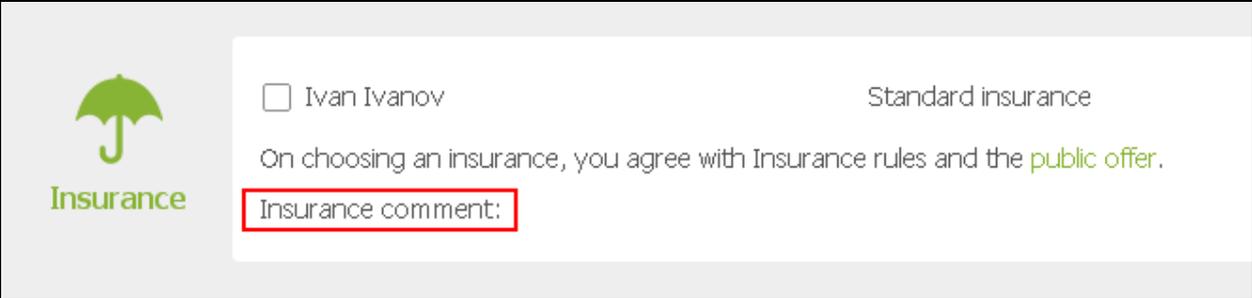
The insurance product description is specified by the oxygen.insurance.desc.INS.TINS alias, where INS and TINS are the insurance product parameters, for example: oxygen.insurance.desc.A.SG. General insurance rules are specified by the oxygen.extraServices.insuranceRulesText alias. The description and the rules are opened in a modal window. It is possible to place a text of a considerable size.

To place a link to a document, the link should be inserted in an alias, for example:

Please, get acquainted with `<a target="blank" href="http://tst.sirena-travel.ru/oxygen-testgrt/custom/insurance_rules.pdf">Insurance rules </a>`.

Comment text setting in this block is performed by configuring the oxygen.extraServices.label.serviceComment.insurance alias.

The comment example is marked with the rectangular box on Figure 67.



**Figure 67. Comment example to the Insurance block.**

Detailed guidelines for working with aliases are presented in Sec. 5.3.

### 2.3.5. Aeroexpress tickets

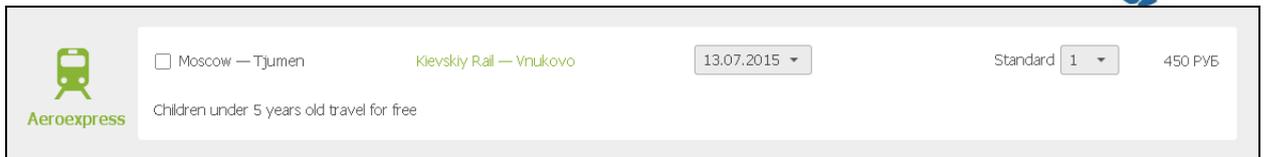
#### To book Aeroexpress tickets:

1. Select check boxes next to the route segments for which you want to book Aeroexpress tickets.
2. Select a departure date of the train for each selected segment. The date corresponding with the departure / arrival date of the flight is specified by default.

If the flight departs / arrives about midnight, then you may book an Aeroexpress ticket on the previous or next day relative to the departure / arrival date of the flight.

3. In the **Number of tickets** field, select a number of Aeroexpress tickets which are required to book for each selected segment. The ticket number corresponding with the passenger number in the order is specified on all the segments by default.

The Aeroexpress tickets and ITR will be sent to the customer e-mail after the order payment.



**Figure 68. Adding Aeroexpress tickets to the order.**

 Setting of booking Aeroexpress tickets is performed using the following parameters:

- `extraServices.aeMaxChildAge` – the maximum passenger age for an Aeroexpress child ticket. The value format is the integer. The default value is 7.
- `extraServices.aeMinChildAge` – the minimum passenger age for an Aeroexpress child ticket. The value format is the integer. The default value is 5.
- `extraServices.aeRangeDays` – the Aeroexpress ticket booking range in days. The value format is the integer. The default value is 90.

Comment text setting in this block is performed by configuring the `oxygen.extraServices.label.serviceComment.aeroexpress` alias.

The comment example is marked with the rectangular box on Figure 69.



**Figure 69. Comment example to the Aeroexpress block.**

Detailed guidelines for working with aliases are presented in Sec. 5.3.

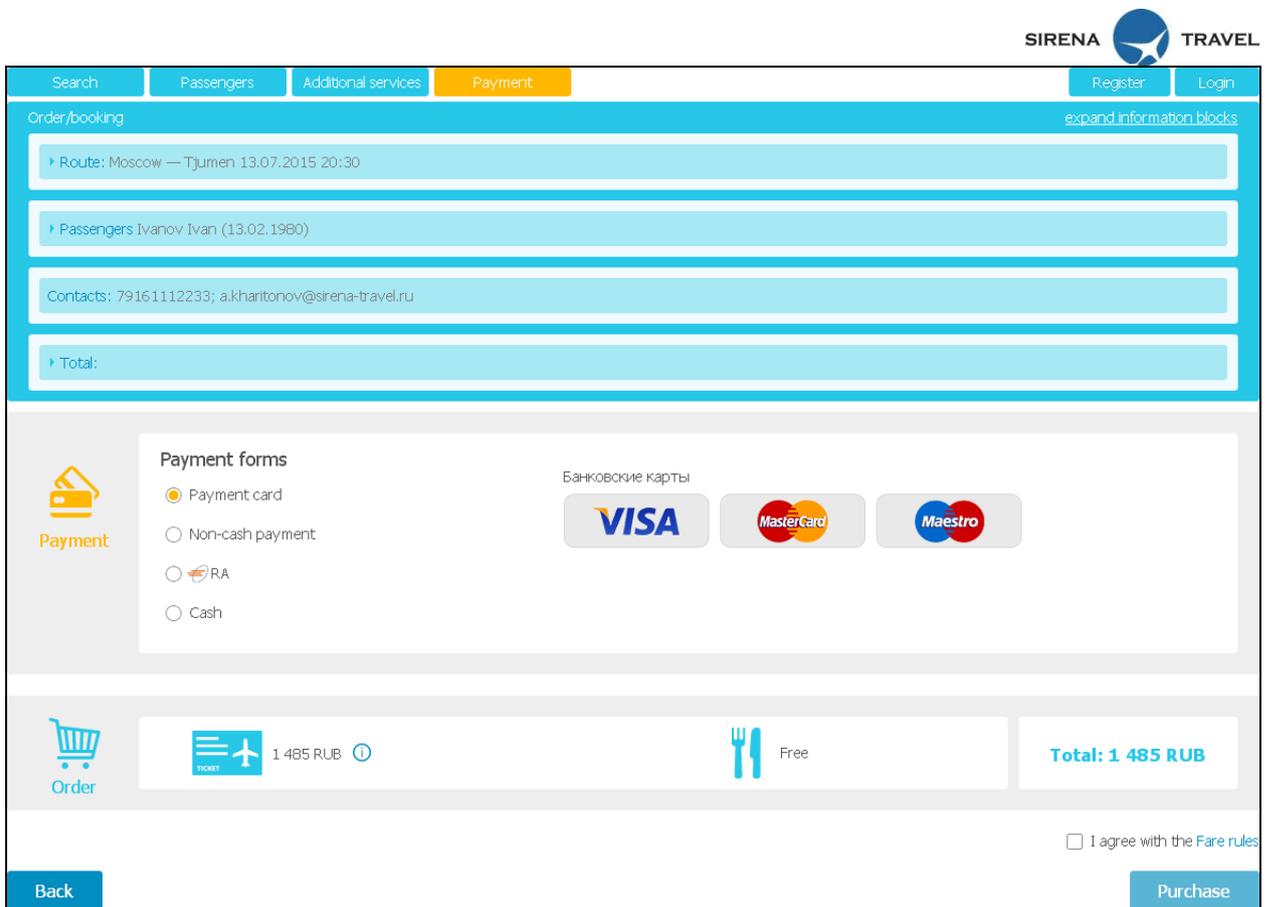
## 2.4. Step 4. Order payment

### 2.4.1. Order payment features

The payment form selection with the order payment is the last step in the order creation.

The following payment options are available for a user:

- By payment card on the website (Visa, MasterCard)
- Via "Rapida" payment system (in communications stores "Svyaznoy", "Euroset" and others)
- Non-cash payment
- Cash payment.



**Figure 70. Payment form selection.**



By using all payment forms except plastic card, the order will be booked and its payment is performed separately by the corresponding means. For unpaid orders, there is an option to change payment form (Sec. 2.4.7).

Order status (**booked** / **pending payment** / **paid**) is updated accordingly to the order's current payment condition.

The payment time-limit is displayed for the unpaid orders.

To view the ticket price details, click  to the right of the price in the **Order** subsection in the window bottom part.



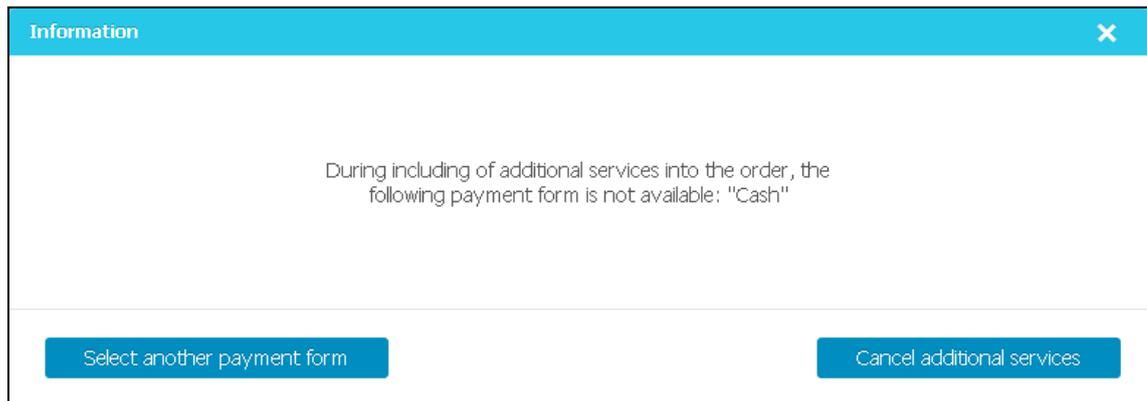
For booked/paid orders, tax details may be viewed on the ScreenTip in the expanded **Total** block by pointing on the taxes amount there (Figure 71).

▼ Total:	①
Total price:	4 675 RUB
Flight	2 890 RUB
Taxes	1 785 RUB

TAX TCH: 185 RUB, SBOR  
AC: 1 300 RUB, TAKSA AC: 300 RUB

**Figure 71. Tax details in the ScreenTip for booked/paid orders.**

Several payment forms may be unavailable for purchasing additional services. In this case, the message will be presented in the modal window (Figure 72).



**Figure 72. Payment form can not be used to buy additional services.**

To select another payment form, click **Select another payment form**.

To cancel additional services in the order, click **Cancel additional services**.

#### **2.4.2. Flight plan**

The additional service data specified by a user is added to the flight plan on the **Payment** page. The **Additional services** block is collapsed by default. To expand it, click its row. To expand all blocks, click the **expand information blocks** link.

Search	Passengers	Additional services	Payment	Register	Login
Order/booking					expand information blocks
Route: Moscow — Tjumen 15.07.2015 11:00					
Passengers: Ivanov Ivan (13.02.1980)					
Contacts: 79161112233; a.khantonov@sirena-travel.ru					
Additional services: Meal Aeroexpress Insurance					
Meal					Free
1. Ivanov Ivan Standard meal					Free
Aeroexpress					450 RUB
Paveletskiy Rr Moscow — Domodedovo 15.07.2015 Standard: 1					450 RUB
Insurance					200 RUB
1. Ivanov Ivan Standard insurance Rules					200 RUB
Total:					

**Figure 73. Flight plan on the Payment page.**

### 2.4.3. Payment by payment card

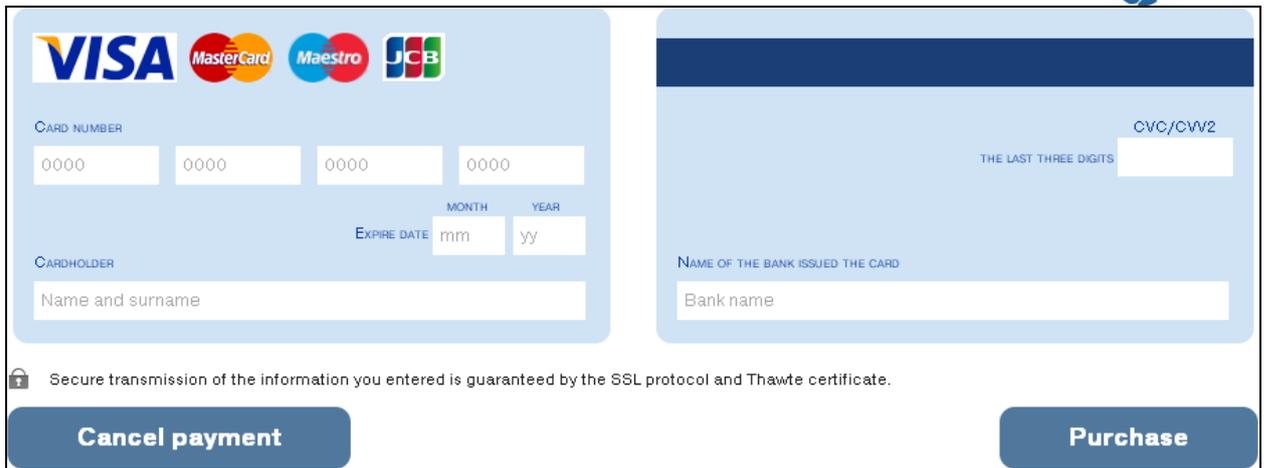
Payment by payment card is performed through International Processing System (IPS).

#### To pay an order by payment card:

1. Select a card type for the order payment (Visa or MasterCard).
2. Confirm your agreement with the Fare rules by selecting the **I agree with the Fare rules** check-box.
3. Click **Purchase**.

The IPS form will be presented below the **Order/booking** information section (Figure 74).

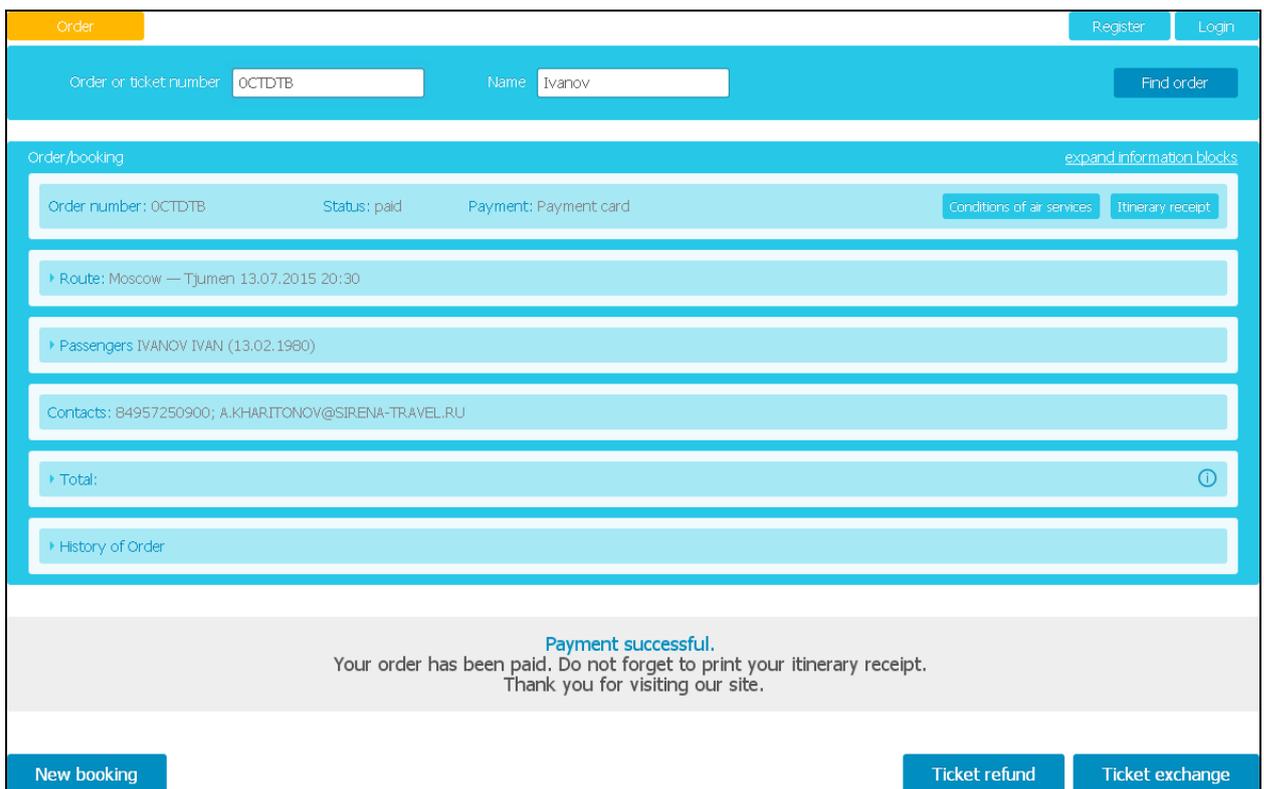
Specify the payment card data and click **Purchase**.



The form is divided into two main sections. The left section contains logos for VISA, MasterCard, Maestro, and JCB. Below these are input fields for the CARD NUMBER (four groups of four digits), EXPIRE DATE (MONTH and YEAR), and CARDHOLDER (Name and surname). The right section contains a CVC/CVV2 field (THE LAST THREE DIGITS) and a field for the NAME OF THE BANK ISSUED THE CARD (Bank name). At the bottom, there is a security notice: "Secure transmission of the information you entered is guaranteed by the SSL protocol and Thawte certificate." Two buttons are located at the bottom: "Cancel payment" on the left and "Purchase" on the right.

**Figure 74. Order payment by payment card.**

After the order payment is confirmed, the user is informed about the purchase process success. The information letter with attached itinerary receipts and other corresponding documents for all passengers is sent to the customer e-mail.



The page shows the "Order" section with a navigation bar containing "Register" and "Login" buttons. Below the navigation bar, there are input fields for "Order or ticket number" (OCTDTB) and "Name" (Ivanov), with a "Find order" button. The main content area is titled "Order/booking" and includes an "expand information blocks" link. It displays the following information: Order number: OCTDTB, Status: paid, Payment: Payment card, Conditions of air services, and Itinerary receipt. Below this, there are expandable sections for Route: Moscow — Tjumen 13.07.2015 20:30, Passengers: IVANOV IVAN (13.02.1980), Contacts: 84957250900; A.KHARITONOV@SIRENA-TRAVEL.RU, Total (with an information icon), and History of Order. A large grey box contains the message: "Payment successful. Your order has been paid. Do not forget to print your itinerary receipt. Thank you for visiting our site." At the bottom, there are three buttons: "New booking", "Ticket refund", and "Ticket exchange".

**Figure 75. Result of the payment by payment card.**

To view flight condition details and fare rules, use the  button on the **Total** row of the **Order/booking** section.

#### 2.4.4. Payment via "Rapida" payment system

"Rapida" payment system allows to pay orders in communications stores "Euroset", "Svyaznoy" by simplified payment technology using a special payment code.

##### To pay an order via "Rapida" payment system:

1. Select the **RA** check box.
2. Confirm your agreement with the Fare rules by selecting the **I agree with the Fare rules** check-box.
3. Click **Book**.

In case of the successful order booking, the message "Booking completed successfully. Please confirm the payment at any convenient point of sales. Do not forget to specify the payment code and your order total." will be presented on the page (Figure 76).

The information letter with the booked order and the payment code is automatically sent to the customer e-mail.

The screenshot shows the 'Payment' tab of the booking system. The top navigation bar includes 'Search', 'Passengers', 'Additional services', 'Payment' (highlighted), 'Register', and 'Login'. Below the navigation bar, the 'Order/booking' section is displayed with a blue header and a 'expand information blocks' link. The order details are as follows:

- Order number: OCTDLZ
- Status: pending payment
- Pay till: 16:11 08.07.2015
- Payment: Payment system
- Type: RA
- Payment code: 00433518947498
- Route: Moscow — Tjumen 18.07.2015 09:30
- Passengers: IVANOV IVAN (13.02.1980)
- Contacts: 74951231234; A.KHARITONOV@SIRENA-TRAVEL.RU
- Total: (with an information icon)
- History of Order

Below the order details, a confirmation message is displayed: "Booking completed successfully. Please confirm the payment at any convenient point of sales. Do not forget to specify the payment code and your order total." At the bottom of the interface, there are three buttons: "Cancel the booking", "New booking", and "Change payment form".

**Figure 76. Order payment via "Rapida" payment system.**

After that, it is necessary to perform the payment through the payment system. While performing the payment, specify the payment code. If you do not pay the order till the time specified in the order description, then the order will be cancelled automatically.

To view flight condition details and fare rules, use the  button on the **Total** row of the **Order/booking** section.

## 2.4.5. Non-cash payment

When the order non-cash payment is selected, the user first performs the order booking in the booking module and then pays the order in bank.



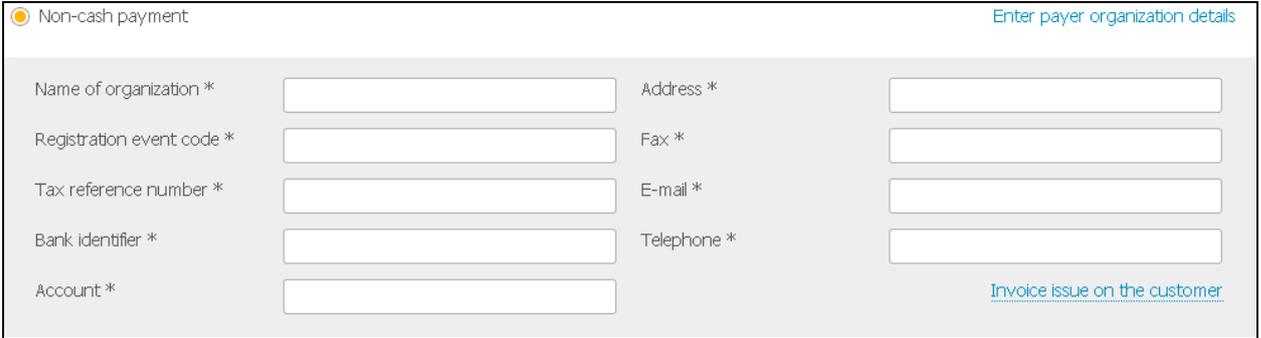
When issuing the order by non-cash payment, entering payer organization details is not required in the booking module: the invoice is issued instead.

### To perform the order non-cash payment:

1. Select the **Non-cash payment** check box.



The invoice for the order payment is issued on the customer by default. To issue the invoice with payer organization details, click the **Enter payer organization details** link and fill in the presented form (Figure 77). To return to the process of issuing the invoice on the customer, click the **Invoice issue on the customer** link (without specifying payer organization details). The form of the payer organization details will be closed without saving the data entered in this form.



The screenshot shows a form titled "Non-cash payment" with a radio button selected. In the top right corner, there is a link "Enter payer organization details". The form contains the following fields:

Name of organization *	<input type="text"/>	Address *	<input type="text"/>
Registration event code *	<input type="text"/>	Fax *	<input type="text"/>
Tax reference number *	<input type="text"/>	E-mail *	<input type="text"/>
Bank identifier *	<input type="text"/>	Telephone *	<input type="text"/>
Account *	<input type="text"/>		

In the bottom right corner of the form, there is a link "Invoice issue on the customer".

**Figure 77. Payer organization details form.**

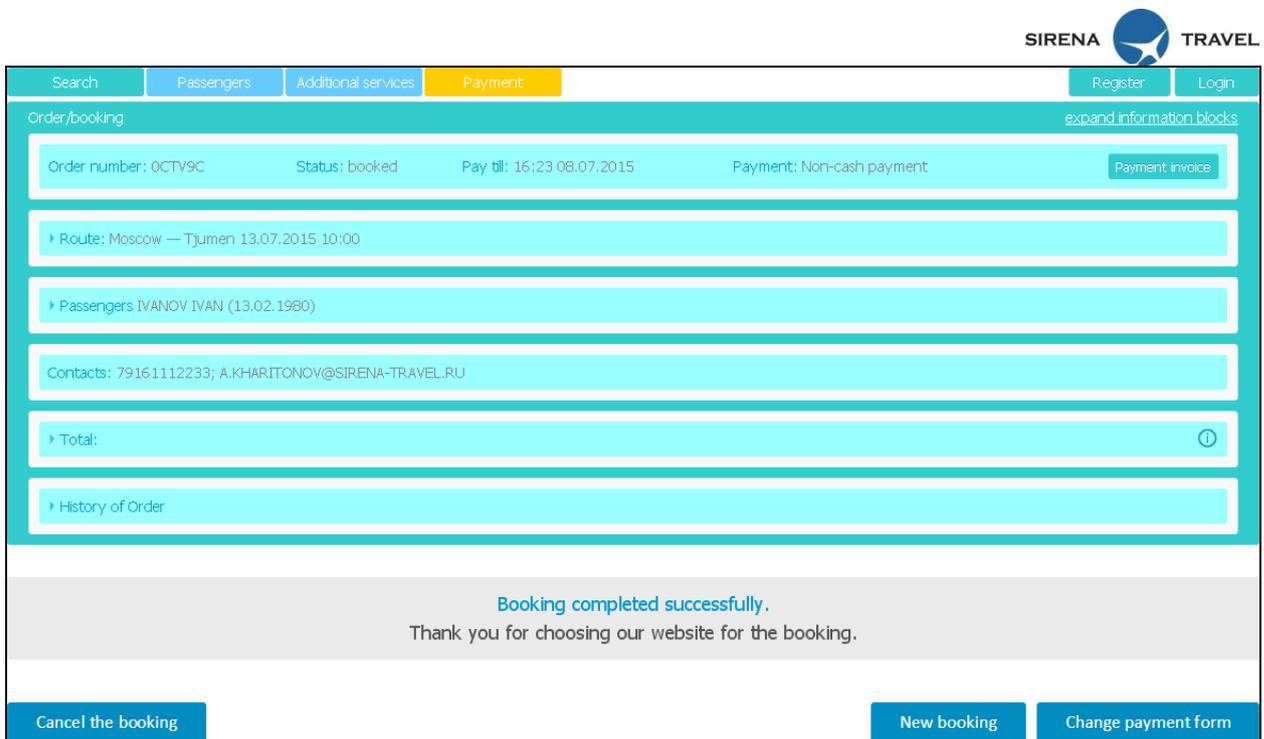


The necessity to specify payer details is controlled by the `payment.requireJuridicalParams` parameter. Its possible values are:

- `true` – payer details are requested.
- `false` – payer details are not requested (by default).

2. Confirm your agreement with the Fare rules by selecting the **I agree with the Fare rules** check-box.
3. Click **Book**.

In case of the successful order booking, the message "Booking completed successfully. Thank you for choosing our website for the booking." will be presented on the page (Figure 78).



**Figure 78. Non-cash payment.**

The information letter about the booked order is automatically sent to the customer e-mail.



The `payment.sendInvoice` parameter is used to set the invoice letter sending option on or off. The parameter values are the following:

- `true` – the invoice letter will be sent (by default).
- `false` – the invoice letter will not be sent.

After that, it is necessary to perform the order non-cash payment in bank. If you do not pay the order till the time specified in the order description then the order will be cancelled automatically.

To view flight condition details and fare rules, use the  button on the **Total** row of the **Order/booking** section.

#### To receive payment invoice:

- Click **Payment invoice** in the **Order/booking** block. The invoice in the pdf format will be presented in the separate tab. In addition, the same file will be sent to the specified e-mail of the order initiator.

Внимание! Оплата данного счета означает согласие с условиями поставки товара.  
Уведомление об оплате обязательно, в противном случае не гарантируется наличие товара на складе.  
Товар отпускается по факту прихода денег на р/с Поставщика,  
самовывозом, при наличии доверенности и паспорта.

Банк "Дональд Даг"	БИК	111111
Банк получателя	Сч. №	123123123123
ИНН 777777 КПП 12345644444	Сч. №	123123123
ООО Рога и Копыта		
Получатель		

### Счет на оплату № R1066 от 01.07.2015

Поставщик: ООО Рога и Копыта, ИНН 777777, КПП 12345644444, БИК 111111,  
Москва, ул. Ленина, дом 14, Телефон 791012312345, Факс 74951234657,  
E-mail lukinvv@inbox.ru

Покупатель:

Грузоотправитель Чип и Дейл, Где-то в этой вселенной,

№	Товары (работы, услуги)	Кол-во	Ед.изм.	Цена	Сумма
1	Авиабилеты (ОСТВ17)	1		990.00	990.00
2	Сборы/Таксы	1		943.00	943.00

Итого: 1933.0  
В том числе НДС: 294.86  
Всего к оплате: 1933.0

Всего на сумму (в том числе НДС 294.86): одна тысяча девятьсот тридцать три рубля 00 копеек

Руководитель  /Петров И.Н./

Счётовод  /Сидоров Ф. С./



Figure 79. Payment invoice.

#### 2.4.6. Cash payment

When the order cash payment is selected, the user first performs the order booking in the booking module and then purchases the tickets at the nearest airline cash desk.

##### To pay the order in cash:

1. Select the **Cash** check box.
2. Confirm your agreement with the Fare rules by selecting the **I agree with the Fare rules** check-box.
3. Click **Book**.

In case of the successful order booking, the message "Booking completed successfully. Thank you for choosing our website for the booking. Please contact our nearest point of sales to purchase your tickets before the time specified in your order." will be presented on the page (Figure 80).

The information letter about the booked order is automatically sent to the customer e-mail.

The screenshot displays the 'Payment' tab of the booking system. The 'Order/booking' section includes the following details:

- Order number: OCTDM4
- Status: booked
- Pay till: 12:07 13.07.2015
- Payment: Cash
- Route: Moscow — Tjumen 18.07.2015 09:30
- Passengers: IVANOV IVAN (13.02.1980)
- Contacts: 74951231234; A.KHARITONOV@SIRENA-TRAVEL.RU
- Total: (with an information icon)
- History of Order

A confirmation message reads: "Booking completed successfully. Thank you for choosing our website for the booking. Please contact our nearest point of sales to purchase your tickets before the time specified in your order." At the bottom, there are three buttons: "Cancel the booking", "New booking", and "Change payment form".

**Figure 80. Cash payment.**

After that, it is necessary to purchase the tickets at the nearest airline cash desk. If you do not pay the order till the time specified in the order description then the order will be cancelled automatically.

To view flight condition details and fare rules, use the  button on the **Total** row of the **Order/booking** section.

### 2.4.7. Payment form changing

For unpaid orders, there is an option to change payment form.

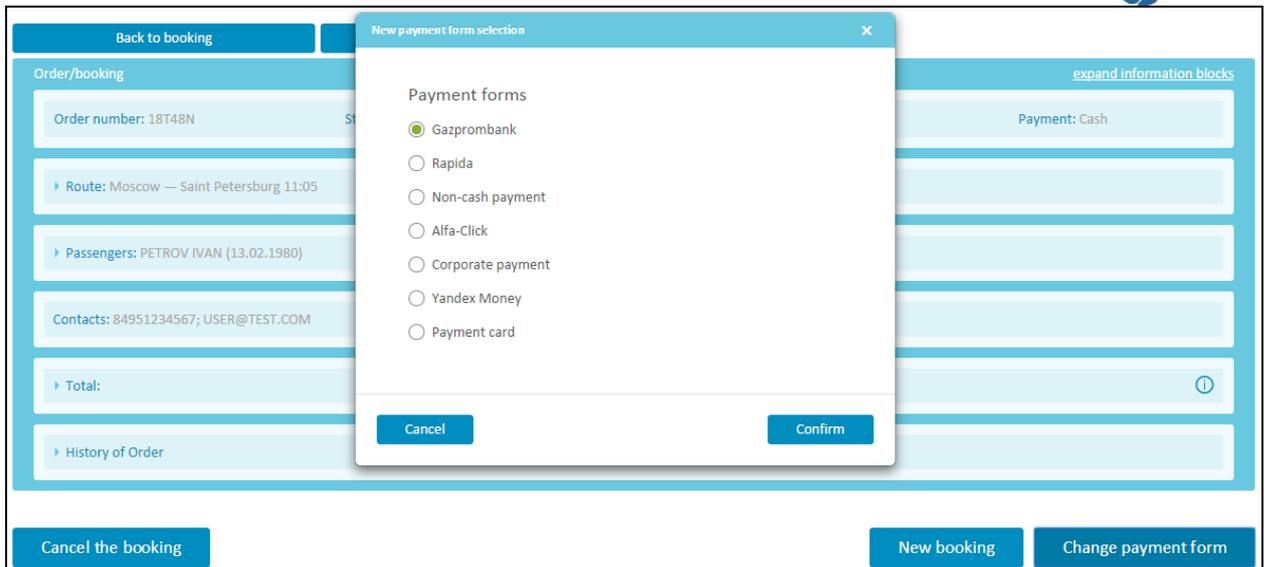


The option availability is controlled by the `payment.allowPaymentFormChangeAfterBooking` parameter. Its values are the following:

- `true` – payment form changing is allowed (by default).
- `false` – payment form changing is not allowed.

#### To change payment form:

1. Click **Change payment form**. The **New payment form selection** modal window will be presented (Figure 81).



The screenshot displays the 'New payment form selection' dialog box in the SIRENA TRAVEL system. The dialog lists the following payment forms:

- Gazprombank
- Rapida
- Non-cash payment
- Alfa-Click
- Corporate payment
- Yandex Money
- Payment card

The background interface shows the booking details for order number 18748N, including the route (Moscow — Saint Petersburg 11:05), passenger information (PETROV IVAN), and contact details. A 'Payment: Cash' field is visible on the right side of the booking page.

**Figure 81. New payment form selection.**

2. Select new payment form and click **Confirm**.
3. Perform order payment accordingly to the selected payment form.



When changing a payment form, the additional services purchase may become unavailable (see Sec. 2.4.1).

## 2.4.8. Order payment setting

### 2.4.8.1. Payment parameters



Order payment setting is performed using the following parameters:

- `payment.online.sendEmail` – send / do not send the booking confirmation letter when selecting the online payment (the online payment includes all payment forms, except for the cash payment and the non-cash payment). The parameter may have the following values:

- `true` – send
- `false` – do not send.

The `false` value is specified by default.

- `payment.timeoutDelta` – the difference between the actual payment time-limit received from "Sirena-Travel" GDS and the time-limit displayed in the booking module (in sec). The value format is the integer. The default value is 0 (zero).
- `payment.forcedPaymentCurrency` – fixed currency for the payment request. The international currency code (for example, EUR, USD) is specified in the parameter value. The default value is not specified.
- `payment.checkIfAmountChanged` – checking the sum equality in the booking and in the payment. The parameter may have the following values:

- `true` – check
- `false` – do not check.

The `false` value is specified by default.

If the System detects that sums are different, then the message "Total price of your order has been changed" will be presented. In this case, the booking is not performed and the user is returned to the first step of buying tickets automatically.

If the checking is not performed then the user is not notified about the payment sum change and the order is paid according to its actual total price (which may be different from the total price specified in the order information).

### 2.4.8.2. Adding information about points of sale (cash desks) to purchase tickets



Information about the airline cash desks (points of sale) may be added to aliases for the cash payment form:

- oxygen.payment.paymenttype.cash – cash payment form name on the "Payment" page. The default value is "Cash".
- oxygen.orderinfo.paymenttype.cash – cash payment form name on the page with the order information. The default value is "Cash".
- oxygen.bookingResult.cash – the message text which is displayed on the page after the order booking with the cash payment. The default value is "Booking completed successfully. Thank you for choosing our website for the booking. Please contact our nearest point of sales to purchase your tickets before the time specified in your order."

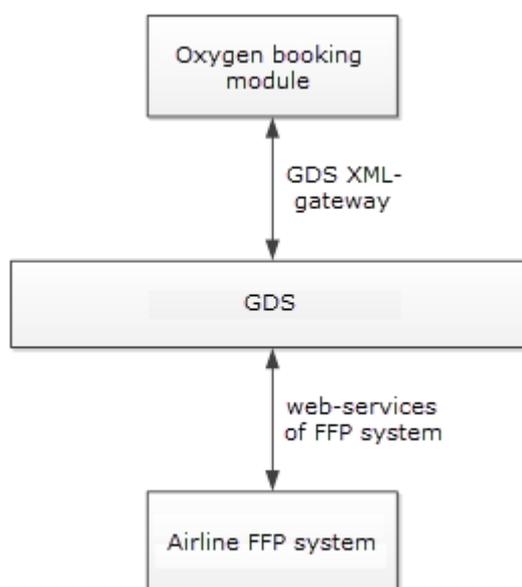
If there are several points of sale for purchasing tickets and a description text is too large for one alias, then it is necessary to present all aliases with the "Cash" values as a link. On clicking this link, a modal window with the description of all points of sale will be presented (detailed guidelines on placement of an additional information in modal windows, see Sec. 5.3.5).

## 2.5. Loyalty program option

### 2.5.1. About loyalty program option



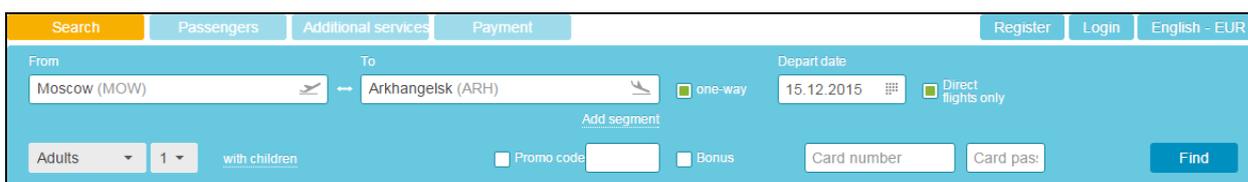
Loyalty program option is based on the interaction between GDS and airline FFP system (Figure 82). After their integration, loyalty program option is activated by the fare group display setting that is provided by the true value for the pricing.useFareGroup parameter (see Sec. 0). To install and set up loyalty program option, please contact Webhelp service ([webhelp@sirena-travel.ru](mailto:webhelp@sirena-travel.ru)).



**Figure 82. Oxygen and airline FFP system integration scheme.**

Loyalty program option features the management of the special account accessed by a client using FFP card number and its password (their issuer is an airline). This special account stores the quantity of miles awarded by standard ticket purchase and spent by bonus ticket purchase.

When loyalty program option is activated the search panel will be presented as the following (Figure 83):



**Figure 83. Search panel with activated loyalty program option.**

Loyalty program option features are the following:

- Miles award reference for standard ticket purchase.
- Bonus ticket purchase.



Bonus ticket purchase option may be disabled by setting of the `true` value for the `ffp.showBonusOnly` parameter (the `false` value is default). In this case, the **Bonus** flag and the **Card number**, **Card password** fields will be removed from a search panel.

### 2.5.2. Miles award for standard ticket purchase

To receive the reference of miles award to loyalty program standard member for standard ticket purchase:

1. Specify flight search parameters on the search panel (see Sec. 2.1.2) and click **Find**.
2. Select flight option from the found flights (Figure 84). Miles award quantity will be presented in the separate line under flight option cost data (Figure 85).



Miles award is calculated for loyalty program standard level. To define the calculation for the certain FFP card, there is the authorization option. In this case, presented miles award quantity will be specific for the authorized loyalty program participant.

Search Passengers Additional services Payment Register Login English - EUR

From: Moscow (MOW) To: Arkhangelsk (ARH) Depart date: 15.12.2015 one-way Direct flights only

Adults: 1 with children Promo code Bonus Card number Card pas: Find

Select outbound flight: Moscow — Arkhangelsk

7 DAYS	SA DECEMBER 12TH from 71 EUR	SU DECEMBER 13TH from 71 EUR	MO DECEMBER 14TH from 71 EUR	<b>TU DECEMBER 15TH from 71 EUR</b>	WE DECEMBER 16TH from 71 EUR	TH DECEMBER 17TH from 71 EUR	FR DECEMBER 18TH from 71 EUR	7 DAYS
--------	------------------------------	------------------------------	------------------------------	-------------------------------------	------------------------------	------------------------------	------------------------------	--------

Departure	Arrival	Flight	Connections	Duration	Промо	Оптимум	Стандарт	Бизнес
10:50 Domodedovo	11:25 Talagi	5N-119		0 hour 35 min	—	—	78 EUR	—
20:05 Sheremetyevo	21:50 Talagi	5N-118		1 hour 45 min	—	—	71 EUR	—

**Figure 84. Selecting flight option when loyalty program option is active.**

Selected flights:  
Moscow — Arkhangelsk 15.12.2015

NORDAVIA RA  
Flight 5N119 BOEING 737-500 PASSENGER  
10:50 Moscow Domodedovo  
11:25 Arkhangelsk Talagi  
Flight time 0 hour 35 min

Passenger		Code	Class	Price		
Type	Number			Fare:	Taxes:	Total price:
Adult	1	OOW1	Y	78 EUR	0 EUR	78 EUR
Total:				78 EUR	0 EUR	78 EUR

Loyalty program standard member award is 797.50 miles  
To know your card miles award, please, login

Total payment amount: 78 EUR Next

**Figure 85. Card miles award reference.**

To receive the reference of miles award to the specific FFP card and its current balance:

1. Click **please, login**. FFP card authorization request will be presented on the ScreenTip (Figure 86).

Selected flights:  
**Moscow — Arkhangelsk 15.12.2015**

NORDAVIA RA 

Flight 5N119 BOEING 737-500 PASSENGER  
 10:50 Moscow Domodedovo  
 11:25 Arkhangelsk Talagi  
 Flight time 0 hour 35 min

Passenger		Code	Class	Price		
Type				Fare:	Taxes:	Total price:
Adult	<input type="text" value="Card number"/> <input type="text" value="Card password"/> <input type="button" value="Authorization"/>	W1	Y	78 EUR	0 EUR	78 EUR
Total:				78 EUR	0 EUR	78 EUR

Loyalty program standard member award is 797.50 miles  
 To know your card miles award, [please login](#)

Total payment amount: 78 EUR

**Figure 86. FFP card authorization request.**

2. Specify the **Card number**, and the **Card password**.
3. Click **Authorization**. The reference of miles award for standard ticket purchase will be updated and FFP card data line will be presented under the search panel (Figure 87).



Authorization error is followed by the message: **Error: Incorrect card data**. 10 authorization failures is allowed, and the card with the specified number will be blocked by 2 hours after that.



Repeated authorization is not required for flight option changing: the card authorization data is saved in the System for the whole user session.



To cancel FFP card authorization, click  to the right of the card data line.

Search Passengers Additional services Payment Register Login English - EUR

From: Moscow (MOW) To: Arkhangelsk (ARH) Depart date: 15.12.2015 one-way Direct flights only

Adults: 1 with children Promo code Bonus Card number Card pas: Find

Select outbound flight: Moscow — Arkhangelsk

Calendar: 7 DAYS SA DECEMBER 12TH (71 EUR) SU DECEMBER 13TH (71 EUR) MO DECEMBER 14TH (71 EUR) TU DECEMBER 15TH (71 EUR) WE DECEMBER 16TH (71 EUR) TH DECEMBER 17TH (71 EUR) FR DECEMBER 18TH (71 EUR) 7 DAYS

Card number: 001855 Account balance: 22 208 575 miles

Departure	Arrival	Flight	Duration	Class	Price	Service
10:50 Domodedovo	11:25 Talagi	5N-119	0 hour 35 min	Y	78 EUR	Стандарт
20:05 Sheremelyevo	21:50 Talagi	5N-118	1 hour 45 min	Y	71 EUR	Бизнес

Selected flights: Moscow — Arkhangelsk 15.12.2015

NORDAVIA RA  
Flight 5N119 BOEING 737-500 PASSENGER  
10:50 Moscow Domodedovo  
11:25 Arkhangelsk Talagi  
Flight time 0 hour 35 min

Passenger		Code	Class	Price		
Type	Number			Fare:	Taxes:	Total price:
Adult	1	OOW1	Y	78 EUR	0 EUR	78 EUR
Total:				78 EUR	0 EUR	78 EUR

Loyalty program member award is 797.50 miles

Total payment amount: 78 EUR Next

**Figure 87. FFP card authorization.**

To receive the miles award to the FFP card:

1. Confirm flight option selection (see Sec. 2.1.6.4).
2. If the FFP card is not authorized then specify its number when entering passenger data (see Sec. 2.2).
3. Perform order booking and ticketing as presented in Sec. 2.3-2.4.

The miles award specified in the selected flight option will be accounted on the FFP card after the purchased ticket is used.

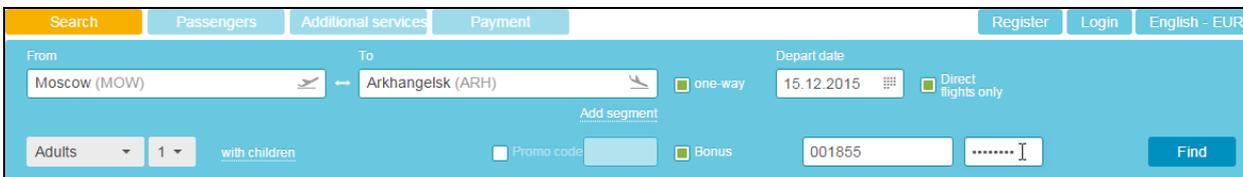
### 2.5.3. Bonus ticket purchase

Bonus ticket is the ticket purchased for bonus miles accounted by purchasing and using standard airline tickets.

For bonus ticket purchase, the airline FFP system issues the bonus certificate and provides a payment of corresponding taxes. If these taxes are not specified then only the bonus miles will be spent and the payment for additional services will be requested.

**To issue bonus ticket:**

1. Specify flight search parameters on the search panel (see Sec. 2.1.2), select the **Bonus** check-box, and specify FFP card number and password in the fields to the right of the check-box for the card authorization (Figure 88).

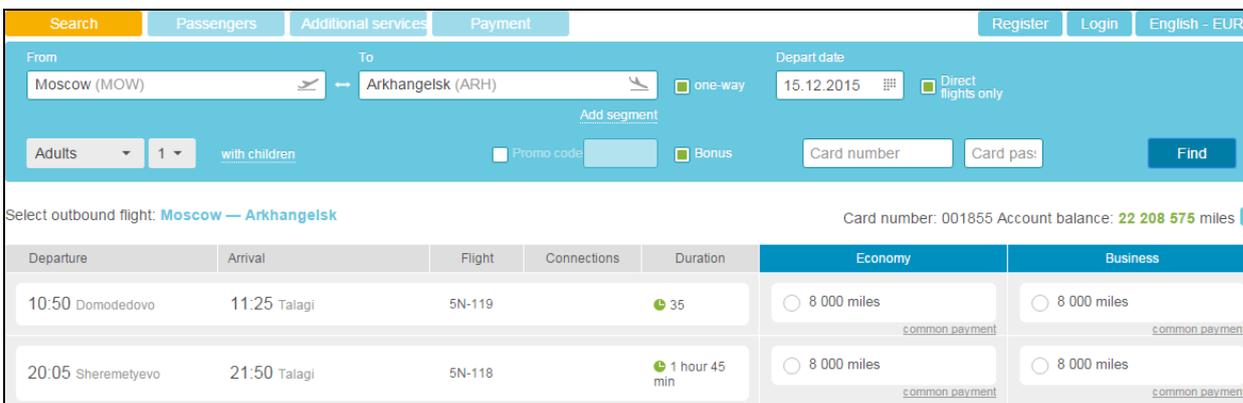


The screenshot shows the flight search interface with the following details:

- Search Panel:** From: Moscow (MOW), To: Arkhangelsk (ARH), Depart date: 15.12.2015, one-way, Direct flights only.
- Passengers:** Adults: 1, with children.
- Payment:** Promo code: [empty], Bonus:  Bonus, Card number: 001855, Card pas: [password mask].
- Buttons:** Register, Login, English - EUR, Find.

**Figure 88. Preparing for the search of flight options with bonus tickets.**

2. Click **Find**. FFP card data line (authorization specifics are noted in item 3 of the section ahead) and search results containing flight options with bonus tickets will be presented under the search panel (Figure 89).



The screenshot shows the flight search interface with the following details:

- Search Panel:** From: Moscow (MOW), To: Arkhangelsk (ARH), Depart date: 15.12.2015, one-way, Direct flights only.
- Passengers:** Adults: 1, with children.
- Payment:** Promo code: [empty], Bonus:  Bonus, Card number: [input], Card pas: [input].
- Buttons:** Register, Login, English - EUR, Find.
- Results:** Select outbound flight: Moscow — Arkhangelsk. Card number: 001855 Account balance: 22 208 575 miles.
- Table:**

Departure	Arrival	Flight	Connections	Duration	Economy	Business
10:50 Domodedovo	11:25 Talagi	5N-119		35 min	8 000 miles <small>common payment</small>	8 000 miles <small>common payment</small>
20:05 Sheremetyevo	21:50 Talagi	5N-118		1 hour 45 min	8 000 miles <small>common payment</small>	8 000 miles <small>common payment</small>

**Figure 89. FFP card authorization and search results containing flight options with bonus tickets.**

3. Select flight option. Flight option details will be presented under the search results (Figure 90).



Miles pricing is performed for every flight segment separately. Thus, flight option results are presented in the mode of separate display for outbound flight and return flight lists (see Sec. 0).



To use common payment options for ticket purchase by the specified search parameters, click **common payment**. Then the **Bonus** check-box will be cleared automatically, and the flight option search will be repeated with results in accounting currency cost. FFP card authorization remains. To perform flight option search with bonus tickets, select the **Bonus** check-box and click **Find**.

Search Passengers Additional services Payment Register Login English - EUR

From: Moscow (MOW) To: Arkhangelsk (ARH) one-way Depart date: 15.12.2015 Direct flights only

Adults: 1 with children Promo code Bonus Card number Card pas: Find

Select outbound flight: Moscow — Arkhangelsk Card number: 001855 Account balance: 22 208 575 miles

Departure	Arrival	Flight	Connections	Duration	Economy	Business
10:50 Domodedovo	11:25 Talagi	5N-119		35	<input checked="" type="radio"/> 8 000 miles <small>common payment</small>	<input type="radio"/> 8 000 miles <small>common payment</small>
20:05 Sheremetyevo	21:50 Talagi	5N-118		1 hour 45 min	<input type="radio"/> 8 000 miles <small>common payment</small>	<input type="radio"/> 8 000 miles <small>common payment</small>

Selected flights:  
Moscow — Arkhangelsk 15.12.2015

NORDAVIA RA  
Flight 5N119 BOEING 737-500 PASSENGER  
10:50 Moscow Domodedovo  
11:25 Arkhangelsk Talagi  
Flight time 35

Passenger		Code	Class	Price		
Type	Number			Fare:	Taxes:	Total price:
Adult	1	XBP	Y	0 EUR	0 EUR	0 EUR
Total:				0 EUR	0 EUR	8 000 miles + 0 EUR

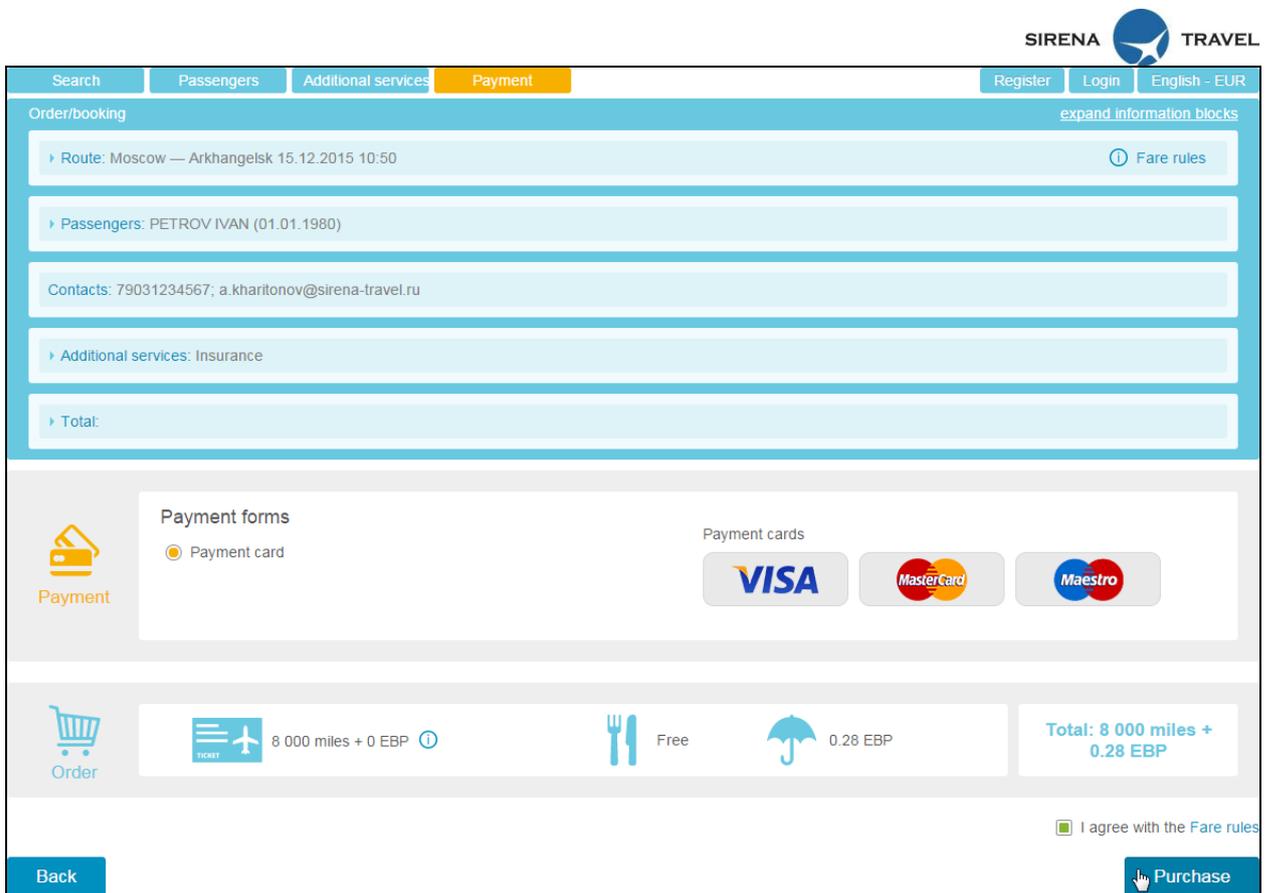
Total payment amount: 8 000 miles + 0 EUR Next

Figure 90. Details of the selected flight option with bonus tickets.

- Click **Next** and perform order booking as presented in Sec. 2.2-2.3.
- On the **Payment** page, select the **I agree with the Fare rules** check-box for the order confirmation and click **Purchase** (Figure 91).



Fees and additional services are paid by a payment card (see Sec. 2.4.3).



**Figure 91. The Payment page for the order with bonus ticket.**

After the order payment is confirmed, the user is informed about the purchase process success (Figure 92). The information letter with attached itinerary receipts and other corresponding documents for all passengers is sent to the customer e-mail. The miles quantity specified for the selected flight option will be spent from the FFP card account.

Order

[Register](#)
[Login](#)

[Find order](#)

Order/booking
[expand information blocks](#)

Order number: 0Z3P8D
Status: paid
Payment: Payment card

[Conditions of air services](#)
[Itinerary receipt](#)

Route: Moscow — Arkhangelsk 15.12.2015 10:50
[Fare rules](#)

Passengers: PETROV IVAN (01.01.1980)

Contacts: 79031234567; A.KHARITONOV@SIRENA-TRAVEL.RU

Additional services: Insurance

Total:

Total price:	<b>8 000 miles + 0.28 EUR</b>
Flight	0 EUR
Taxes	0 EUR
Insurance	0.28 EUR

History of Order

**Payment successful.**

Your order has been paid. Do not forget to print your itinerary receipt.  
Thank you for visiting our site.

New booking

Ticket refund

Ticket exchange

**Figure 92. Purchase success of the order with bonus ticket.**

There are the **Ticket refund** (Sec. 5.6.6) and **Ticket exchange** (Sec. 5.6.5) options for bonus tickets.

## 3. User personal account

### 3.1. Personal account features

If required, any unregistered user may be registered in the System (on-line store) and receive access to a personal account (PA), which will be created for this user during registration.

A personal account consists of the following sections:

- **Profile** – in this section, the user may view and edit his / her personal data
- **Password** – in this section, the user may change the password for his / her personal account
- **Orders** – in this section, the user may view his / her orders data
- **Passengers** – in this section, the user may save his / her data as well as data of other passengers (for example, family members) and then use the data to fill in fields automatically when booking tickets
- **Bank details** – in this section, the user may save his / her bank details data and then use it to fill in fields automatically when booking tickets.

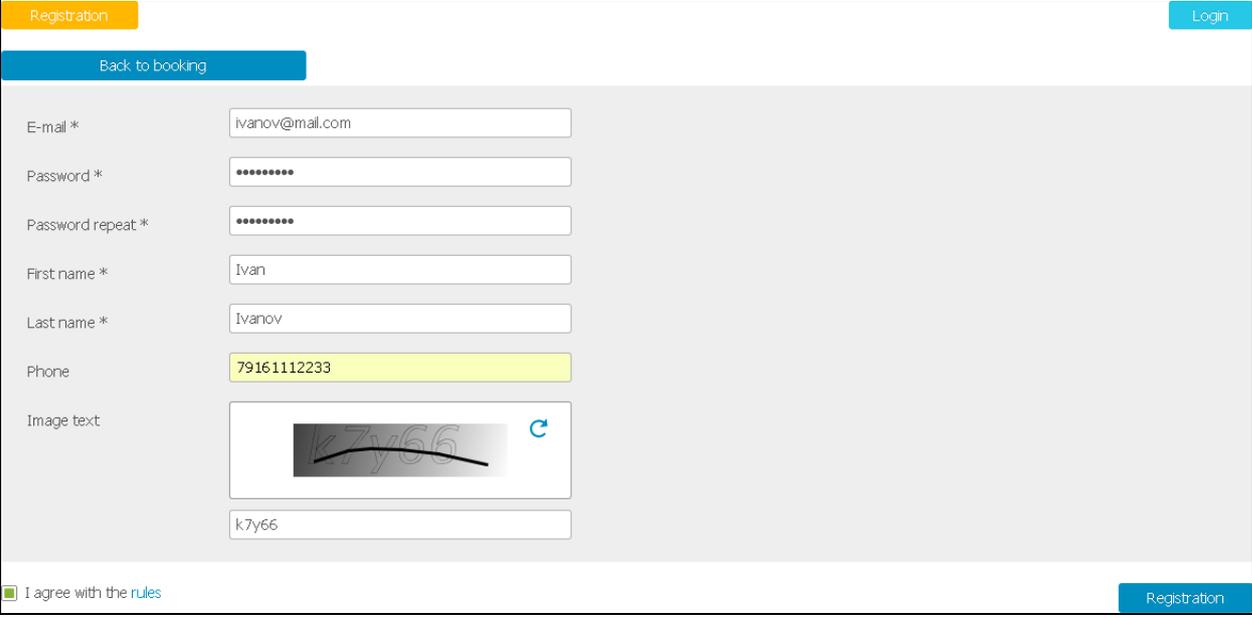
### 3.2. Registration in the system

**To register in the System:**

1. Click **Register** in the top right part of the page.
2. Enter the registration data (Table 4, Figure 93).

**Table 4. Registration data**

Parameter	Description
E-mail	User e-mail address (it is used as user login in the System) E-mail address format: mail@mail.com
Password	Password
Password repeat	Password repeat
First name, Last name	First name and last name of a user
Phone	Contact phone number Phone number format: [Country code][City code][Number], for example, 79161234567



Registration

Back to booking

Login

E-mail \*

Password \*

Password repeat \*

First name \*

Last name \*

Phone

Image text

I agree with the [rules](#)

Registration

**Figure 93. Entering registration data.**

3. Click **Registration**.

In case of successful registration, a personal account is created for the user automatically. The information letter with a request to confirm the registration by clicking a special link which is provided in the text of the letter is sent to the e-mail of the user.

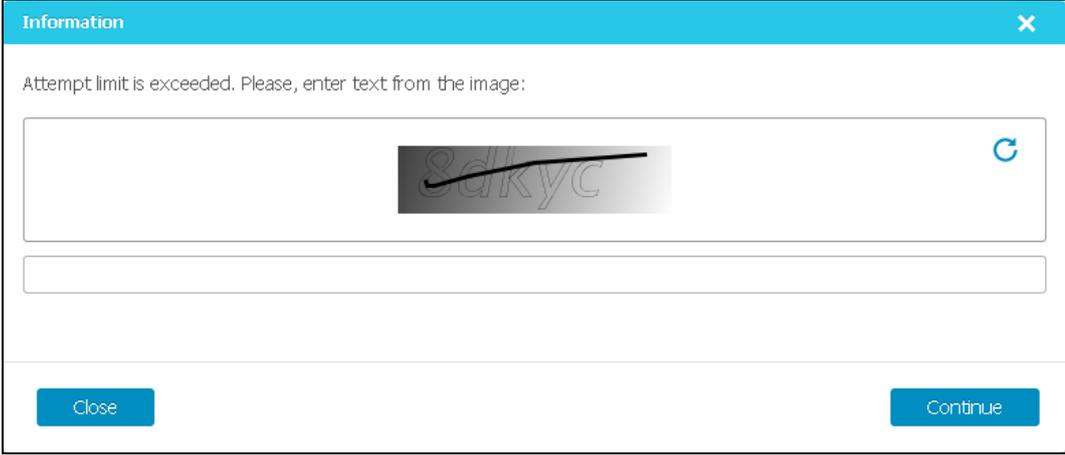
### 3.3. Authorization in the system

The user may log in to the System on any page of the website and any step of ticket booking. If any of the parameters of the new / old ticket were entered before the authorization, then the System stores the parameters and after the authorization, it restores them so that the user should not enter the booking parameters twice.

#### To log in to the System:

1. Click **Login** in the top right part of the page.
2. Enter the registration data: e-mail (login) and password.
3. Click **Login**.

In case of several unsuccessful login attempts due to specifying wrong registration data, the next login attempt will be performed with the check request of image text from the picture (Figure 94).



**Figure 94. Check request of image text from the picture**



The setting of maximum number of consistent unsuccessful login attempts is performed using the `site.loginMaxAttempts` parameter. Its default value is 3.

After successful authorization, the user stays on the page where he / she entered the login and the password. The user name will be presented above the **Personal account** button (Figure 95).



**Figure 95. Log in to PA.**

To proceed to the personal account, click **Personal account**.

To return to the booking mode, click **Back to booking**.

### 3.4. Viewing and editing a user profile

In the **Profile** section, the user may view and edit his / her personal data.

The section contains the following information about the user:

- Login (e-mail of the user specified when registering)
- First name and last name of the user
- Contact phone number.

The screenshot shows the 'Profile' section of the SIRENA TRAVEL user interface. At the top right, the SIRENA TRAVEL logo is visible. Below the logo, there are navigation tabs: 'Profile' (highlighted in orange), 'Password', 'Orders', 'Passengers', and 'Bank details'. On the far right, there are links for 'Personal account' and 'Logout'. A blue button labeled 'Back to booking' is located below the navigation tabs. The main content area contains four input fields: 'Login' with the value 'test2@mail.com', 'First name' with 'Andrey', 'Last name' with 'Kharitonov', and 'Phone' with '7916112233'. A blue 'Save' button is positioned at the bottom right of the form.

**Figure 96. User personal data.**

It is possible to change a value of any parameter except for the "Login" parameter.

To save the changes, click **Save**.

### 3.5. Changing password

In the **Password** section, the user may change the password which he / she uses to log in to the personal account.

The screenshot shows the 'Password' section of the SIRENA TRAVEL user interface. The navigation tabs at the top are 'Profile', 'Password' (highlighted in orange), 'Orders', 'Passengers', and 'Bank details'. On the far right, there are links for 'Personal account' and 'Logout'. A blue button labeled 'Back to booking' is located below the navigation tabs. The main content area contains three input fields: 'Current password \*', 'New password \*', and 'New password repeat \*'. A blue 'Change password' button is positioned at the bottom right of the form.

**Figure 97. Changing password.**

#### To change the password:

1. Enter the current password in the **Current password** field.
2. Enter the new password in the **New password** and **New password repeat** fields.
3. Click **Change password**.

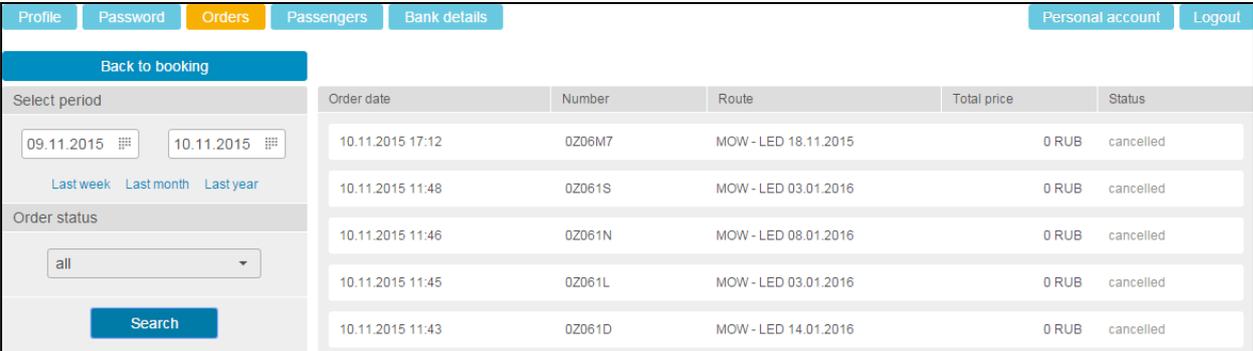
### 3.6. User order list

In the **Orders** section, the user may view his / her orders data.

#### To view orders data:

1. Specify search start date and search end date in the Select period field (the dates may be specified in the *DD.MM.YYYY* format or using the calendar by clicking ).
2. To use last week/month/year as search period, click the corresponding link.

3. Specify order status in the **Order status** dropdown menu.
4. Click **Search**. The table with order data created in the specified period with the selected status will be presented.



Order date	Number	Route	Total price	Status
10.11.2015 17:12	0Z06M7	MOW - LED 18.11.2015	0 RUB	cancelled
10.11.2015 11:48	0Z061S	MOW - LED 03.01.2016	0 RUB	cancelled
10.11.2015 11:46	0Z061N	MOW - LED 08.01.2016	0 RUB	cancelled
10.11.2015 11:45	0Z061L	MOW - LED 03.01.2016	0 RUB	cancelled
10.11.2015 11:43	0Z061D	MOW - LED 14.01.2016	0 RUB	cancelled

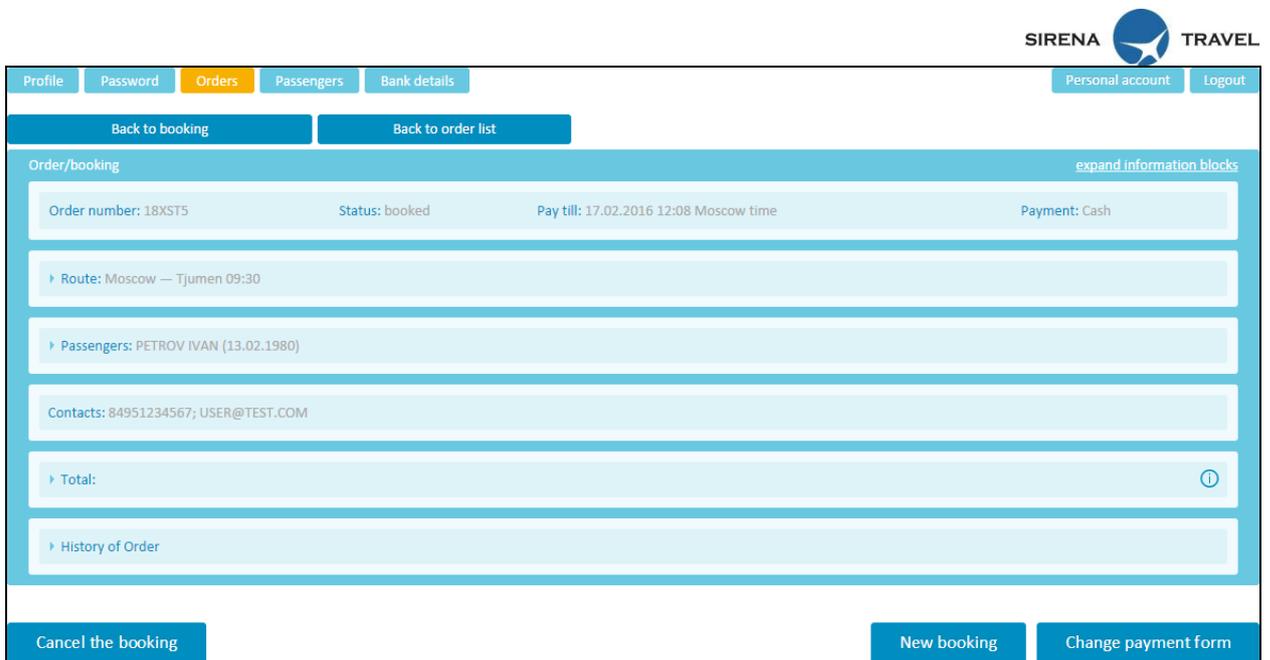
**Figure 98. Viewing and receiving ITR for orders.**

The following information is displayed for each order:

- Order date
- Order number
- Route
- Flight departure date (for all route segments)
- Total price
- Current order status.

A list of orders is sorted by order date.

To view detailed information about an order, click the corresponding row on the order list. The proceeding to the page which contains the detailed order information will be performed (Figure 99).

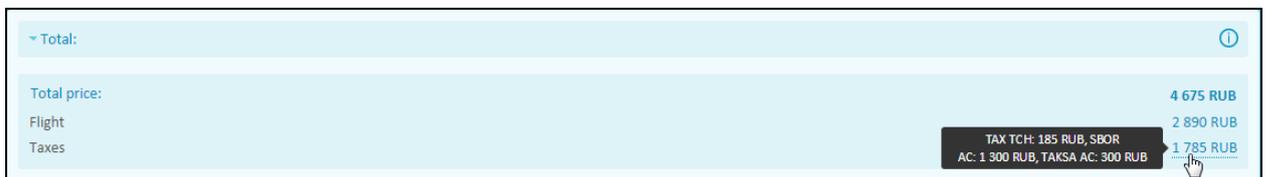


**Figure 99. Viewing order information.**

To view flight condition details and fare rules, use the  button on the **Total** row of the **Order/booking** section.

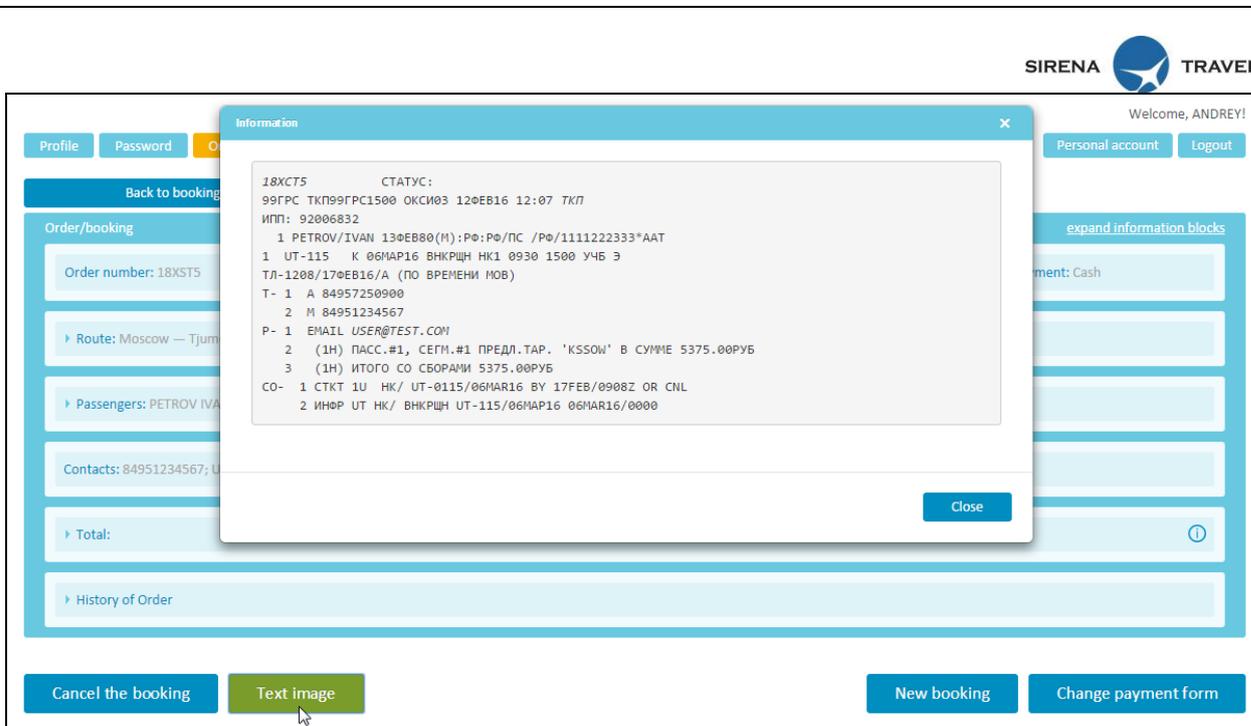
To expand all data in order blocks, click the **expand information blocks** link. To collapse all data in order blocks, click the **collapse information blocks** link.

For booked/paid orders, tax details may be viewed on the ScreenTip in the expanded **Total** block by pointing on the taxes amount there (Figure 100).



**Figure 100. Tax details in the ScreenTip for booked/paid orders.**

By clicking **Text image**, users with the **Contractor**, **Ticket agent**, **Site admin** and **Sysadmin** roles (Sec. 5.10.2) may view order text image when viewing order information (Figure 101).



**Figure 101. Order text image.**

To return to the order list, click **Back to order list**. To proceed to booking a new order, click **New booking**.

### 3.7. User passenger list

In the **Passengers** section, the user may specify passenger information and then use it to fill in fields automatically when booking tickets. The passenger list is empty by default.



The site.autoUpdatePrivateOffice is used to activate the mode of automatic adding and updating passenger data (including document data) specified during order creation (the true value sets the mode on, the false value is default and sets the mode off).

#### To add passenger information:

1. Click **Add passenger**. The empty passenger data form will be presented.
2. Specify passenger data in the corresponding fields. The description of the value format requirements is provided in Sec. 2.2.2.

**Figure 102. Viewing and changing passenger data.**

To enter data of two or more passenger documents, click the **Add document** link as many times as you need. The fields for entering additional document data will be presented.

To delete an additional document, click  next to the **Document type** field.

3. After entering all data, click **Save**. The passenger information will be saved on the passenger list.

#### To delete the passenger information:

1. Click  next to the name of the selected passenger data block. The **Confirm passenger removing** modal window will be presented (Figure 103).

**Figure 103. The Confirm passenger removing modal window.**

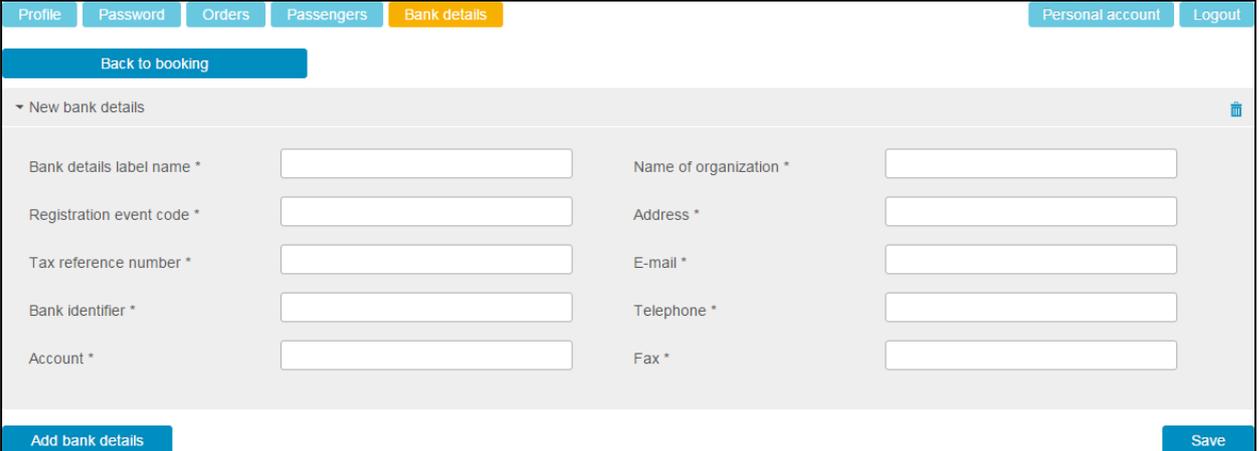
2. Click **Confirm removing**.

### 3.8. User bank details

In the **Bank details** section, the user may specify his/her bank details data and then use it to fill in fields automatically when booking tickets. The bank details data is empty by default.

#### To add bank details:

1. Click **Add bank details**. The empty bank details data form will be presented (Figure 104).



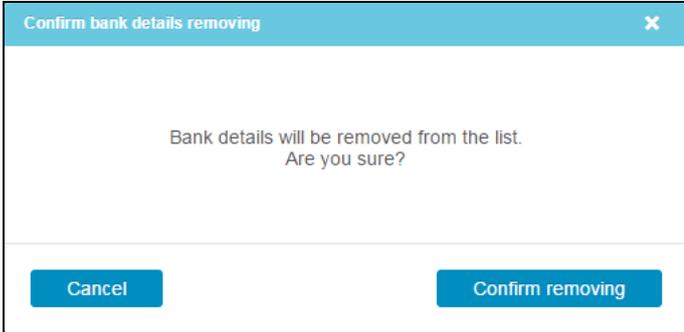
**Figure 104. Adding user bank details.**

2. Specify bank details data in the corresponding fields.
3. Click **Save**.

The amount of bank details data blocks is not limited.

#### To remove bank details:

1. Click  next to the selected bank details label. The **Confirm bank details removing** modal window will be presented (Figure 105).



**Figure 105. The Confirm bank details removing modal window.**

2. Click **Confirm removing**.

## 4. Corporate mode

### 4.1. About corporate mode

The System corporate mode features order attachment not only to single users (persons), but at first to a legal entity represented by the users.

It is logged in "Sirena-Travel" CRS reports using the legal entity ID (Sec. 5.9). The legal entity details may be used for ticket purchase. Also, there is deposit account feature (Sec. 4.4).

The corporate mode presents two special user roles:

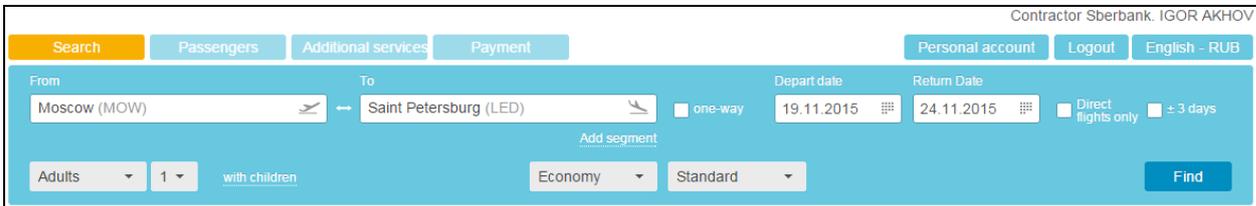
- **Contractor** – corporate user who creates orders for his/her legal entity;
- **Ticket agent** – agency employee for ticket issue on the orders with cash and cashless payment and for refund request processing.



User accounts for the corporate mode are created by site and system administrators (Sec. 5.10).

### 4.2. Contractor additional options

After successful login, the legal entity name and the user name will be presented above the **Personal account** button for a user with the **Contractor** role (Figure 106).



**Figure 106. The login of the user with the Contractor role.**

The Personal account is supplemented with the **Legal entity** section (Figure 107) with contractor's legal entity information which may be used for order payment.

**Figure 107. The Legal entity section of contractor Personal account.**

A user with the **Contractor** role may use a deposit account if it is granted (Sec. 4.4).

To form the credit invoice for available deposit account:

1. Click **Credit the deposit**. The modal window with the same name will be presented (Figure 108).

**Figure 108. The Credit the deposit modal window.**

2. Specify the credit amount in the **Amount** field (additionally, e-mail address may be specified in the **E-mail** field to send the credit invoice).
3. Click **Send**. The credit invoice will be presented as pdf-file in the separated web-browser tab (Figure 109).

Внимание! Оплата данного счета означает согласие с условиями поставки товара. Уведомление об оплате обязательно, в противном случае не гарантируется наличие товара на складе. Товар отпускается по факту прихода денег на р/с Поставщика, самовывозом, при наличии доверенности и паспорта

ИНН	11111111111	КПП	111111111	БИК	111111111
Busse Elena Reisen			Сч.№	121212121212121111	
Получатель					

**Счет на оплату № СЧТ-123310/8 от 22.01.2016**

---

Поставщик: **ЗАО Комтех-Н, ИНН 7712312312, КПП 775003035, БИК 712337120, Москва, 2-й Балтийский пер., 3А, стр.1, Телефон 89090909090, Факс 89090909090, E-mail megaysofop@mail.ru**

Покупатель: **Busse Elena Reisen, ИНН 11111111111, КПП 111111111, БИК 111111111, Расч.счет № 121212121212121111, Theodor-Heuss-Strasse 41 а, 67549 Worms-Neuhausen, Телефон 00496241499455, Факс 00496241499455, E-mail k.smirnov@sirena2000.ru**

№	Товары (работы, услуги)	Кол-во	Ед.	Цена	Сумма
1	Продажа авиабилетов		усл	1 000,00	1 000,00
<b>Итого:</b>					<b>1 000,00</b>
Без налога (НДС)					-
<b>Всего к оплате:</b>					<b>1 000,00</b>

Всего наименований 1, на сумму 1 000,00 руб  
одна тысяча рублей 00 копеек

---

Генеральный директор \_\_\_\_\_ Давыдкин О.А.  Главный бухгалтер \_\_\_\_\_ Петрова О.В.

**Figure 109. The contractor account credit invoice.**

Additional order search options are presented in the Personal account of a user with the **Contractor** role (Figure 110):

- **Order number**
- **Passenger last name**
- **Customer last name**
- **Pay form.**

**Figure 110. The Orders section for a user with the Contractor role.**

The **Orders** section application is described in Sec. 3.6.

### 4.3. Ticket agent additional options

After successful login, the work window of a user the **Ticket agent** role will be presented as on Figure 111.

**Figure 111. The work window of a user the Ticket agent role.**

A user the **Ticket agent** role has access to the following administration tools:

- **Orders** (Sec. 5.6) for ticket issue on the orders with cash and cashless payment
- **Reports** (Sec. 5.7) for report forming
- **Requests** (Sec. 5.11) for refund request processing.

A user the **Ticket agent** role may be assigned as order manager for the contractor/contractors (Sec. 5.9) with order access limited to contractor orders and with notifications on them.

## 4.4. Using deposits

The deposit is credit quantity that is set on special deposit account for a legal entity.

All users with the **Contractor** role that represent the legal entity with opened deposit account may use it for the order payment.



The deposit account may be set for a legal entity by a user with the **Site admin** role (Sec. 5.9.3).

The balance of opened deposit account is presented above the **Personal account** button to the right of the **Contractor** user's name (Figure 112).



The screenshot shows the top navigation bar of the SIRENA TRAVEL system. On the right side, the user's name 'Contractor YAN IVIN' is displayed, followed by a red-bordered box containing the text 'Balance: 9 988 205 PYB'. Below the navigation bar, there are tabs for 'Search', 'Passengers', 'Additional services', and 'Payment'. The main search area includes fields for 'From' (Moscow (MOW)), 'To' (Tyumen (TJM)), 'Depart date' (22.12.2015), and 'one-way' selection. There are also options for 'Direct flights only' and '± 3 days'. At the bottom, there are dropdowns for 'Adults' (set to 1) and 'Economy' class, along with a 'Find' button.

**Figure 112. Deposit account balance of the user with the Contractor role.**

To pay an order via deposit account:

1. Book an order (see Sec. 2.1-2.4) with cash or non-cash payment option.



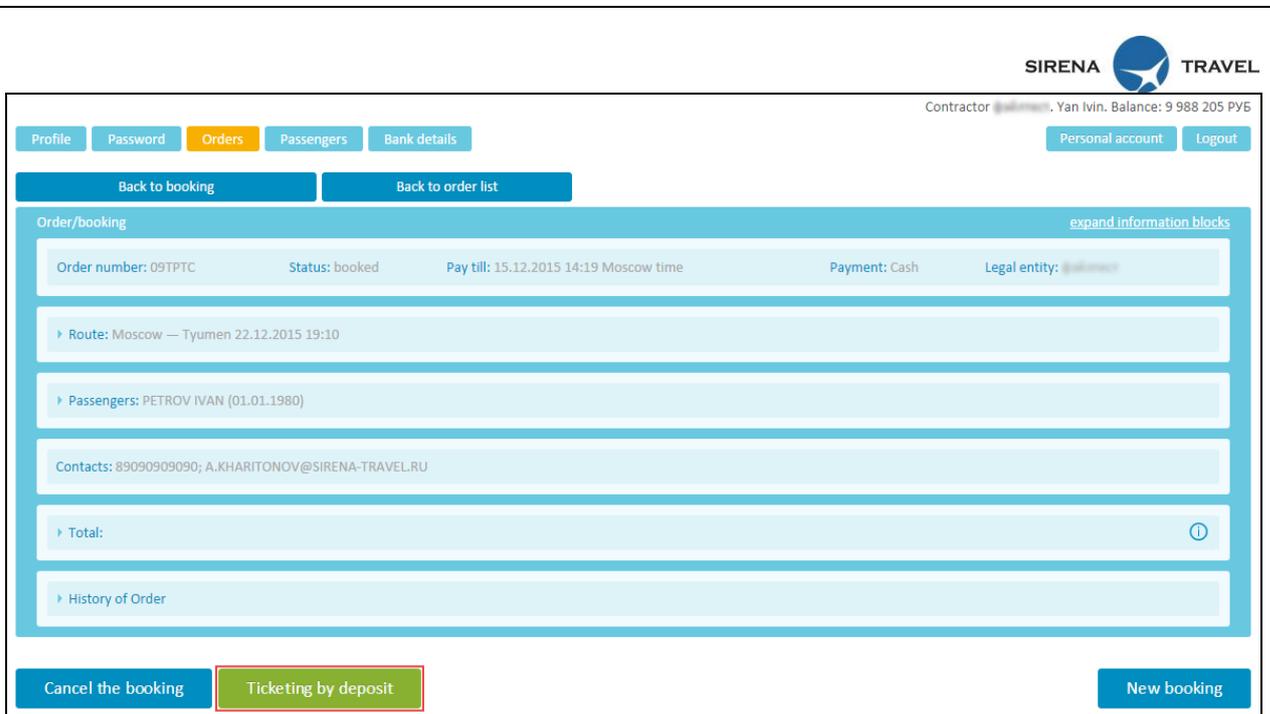
The payment via deposit account is available only if cash or non-cash payment option is specified.

Or select an order booked with cash or non-cash payment option from the order list (see Sec. 4.2, 3.6).

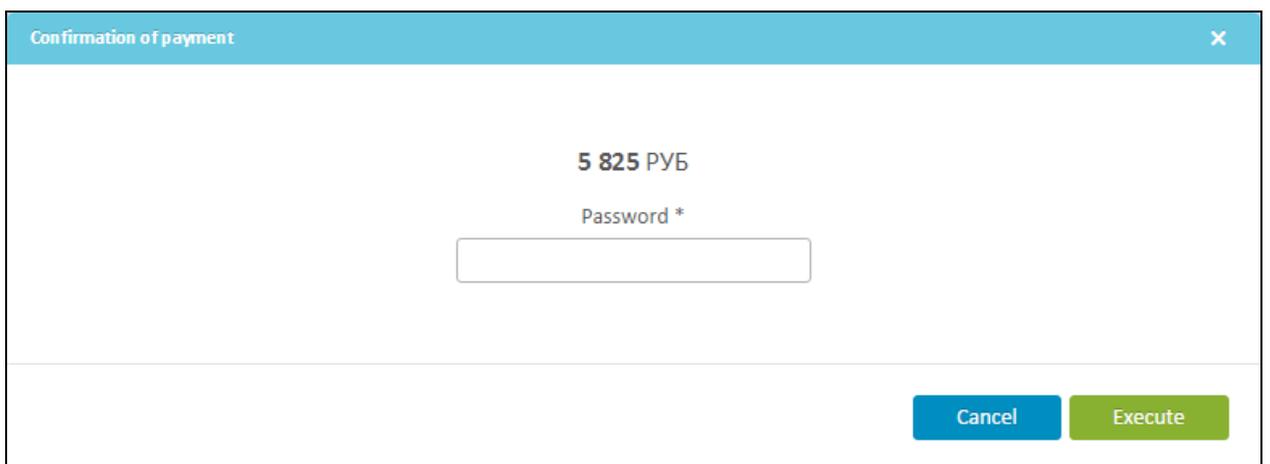
2. Click **Ticketing by deposit** (Figure 113). The **Confirmation of payment** modal window will be presented (Figure 114).



If there are insufficient funds on the deposit account then the error message appears: **Insufficient funds on the deposit account.**



**Figure 113. The Ticketing by deposit button.**



**Figure 114. The Confirmation of payment modal window.**

3. If the deposit account has a password (Sec. 5.9.3) then specify it in the **Password** field.



If the deposit account is without a password then the **Password** field is not presented on the **Confirmation of payment** modal window.

4. Click **Execute**. The detailed order information window will be presented. The corresponding record will be displayed in the **History of Order** section (Figure 115). The deposit account will be charged for the order total cost.

Order/booking expand information blocks

Order number: 09TPTC    Status: paid    Payment: Cash    Legal entity:     [Conditions of air services](#)    [Itinerary receipt](#)

▶ Route: Moscow — Tyumen 22.12.2015 19:10

▶ Passengers: PETROV IVAN (01.01.1980)

Contacts: 89090909090; A.KHARITONOV@SIRENA-TRAVEL.RU

▶ Total: ①

~ History of Order

Date: 10.12.2015 14:18	Action: creation	
Date: 10.12.2015 14:30	Comment: tickets, transaction id 5228	5 825 RUB
Date: 10.12.2015 14:30	Action: payment	5 825 RUB

**Figure 115. Order payment by deposit is completed.**

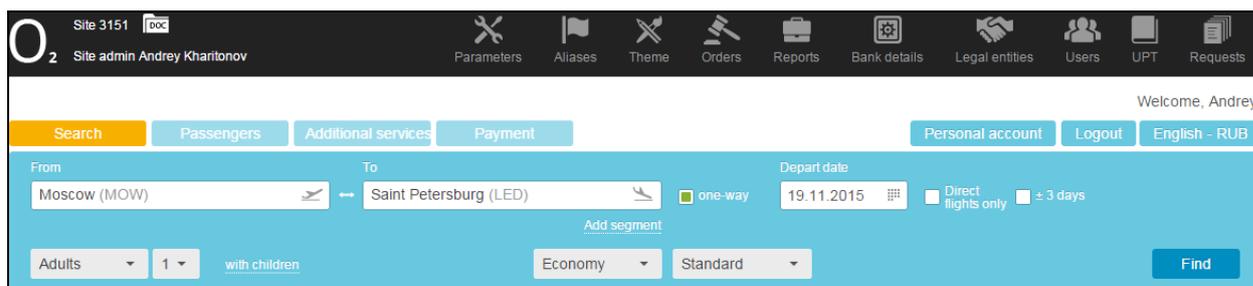
Users with the **Contractor** role have the option to form credit invoice for available deposit account (see Sec. 4.2).

## 5. System administration

### 5.1. Administration features

The system has internal back-office for the System settings by the users with the roles "Sysadmin" and "Site admin".

After logging in to the System as "Site admin", the administrator panel with the administration section buttons will be presented on the page (Figure 116).

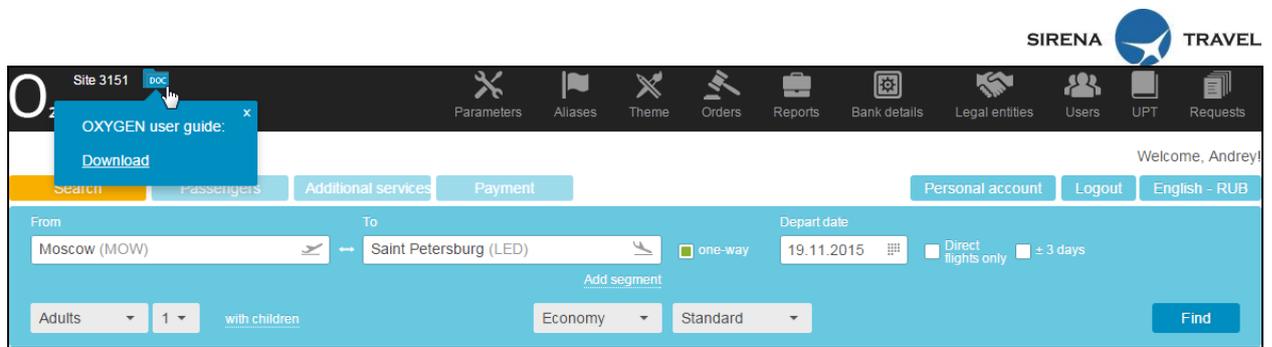


**Figure 116. The "Site admin" account.**

The administration part consists of the following sections:

- **Parameters:** managing module parameters
- **Aliases:** managing module aliases
- **Themes:** managing module themes
- **Orders:** managing orders created in the module
- **Reports:** forming various reports
- **Bank details:** managing bank details
- **Legal entities:** managing legal entities
- **Users:** managing user access rights to the module
- **UPT:** setting fare rules text
- **Requests:** refund request queue processing.

There is the  button in the upper left corner of administration panel. It is used to open the ScreenTip with the link to Oxygen user guide page (Figure 117).



**Figure 117. The ScreenTip with the link to Oxygen user guide page.**

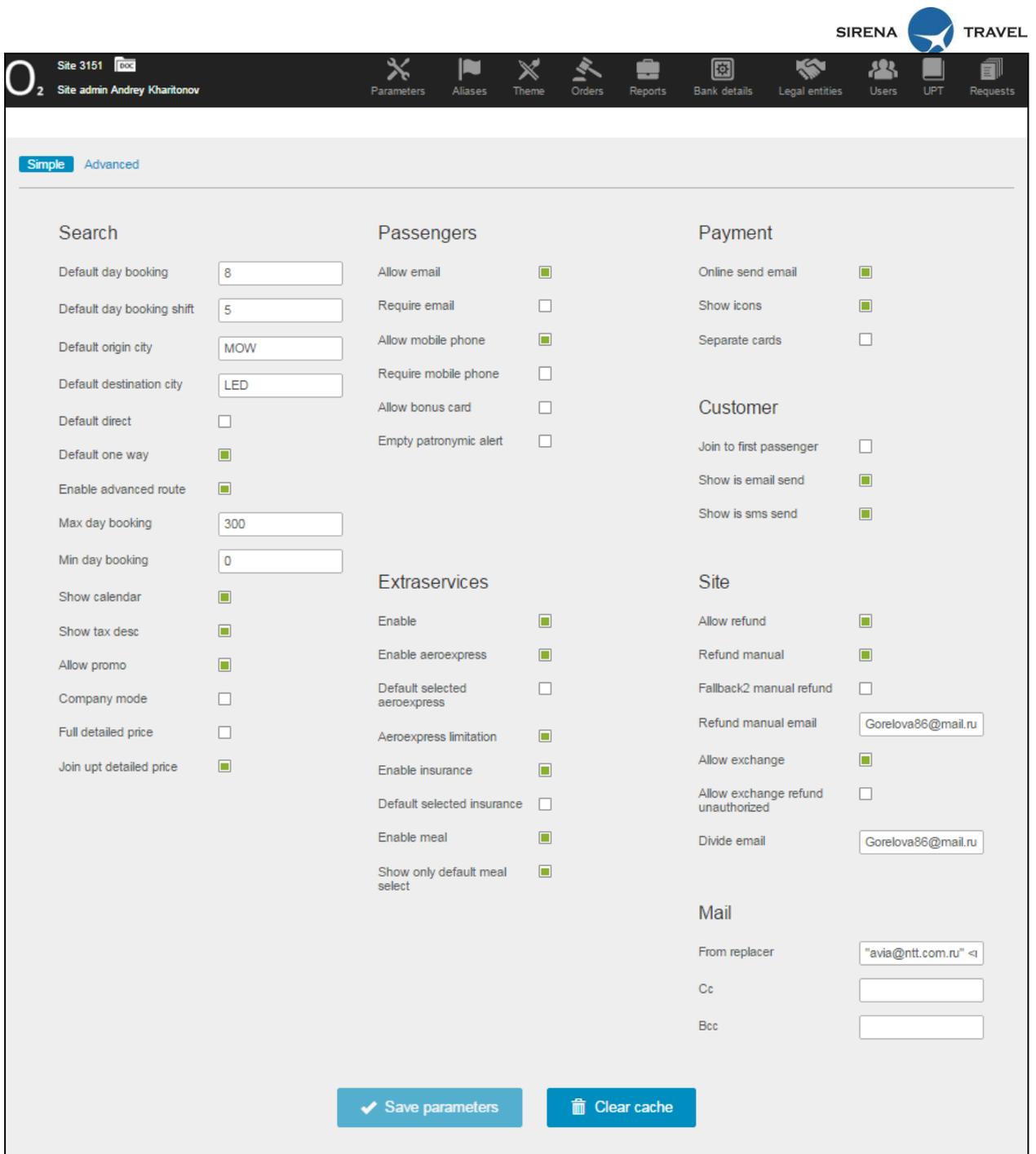
To proceed to Oxygen user guide page, click the **Download** link.

## **5.2. Managing parameters**

Managing booking module parameters is performed in the **Parameters** section (Figure 118).

The parameters are divided into several groups:

- **Site:** general site settings
- **Search:** flight option search parameters
- **Pricing:** flight pricing parameters (not included in general parameters)
- **Passengers:** entering passenger data
- **Customer:** entering customer data
- **Extraservices:** additional services
- **Payment:** payment parameters
- **Mail:** parameters of sending e-mail messages
- **Legal entities:** legal entity parameters
- **FFP:** loyalty program option parameters
- **Template:** aliases for e-mail message templates.



**Figure 118. The “Parameters” section.**

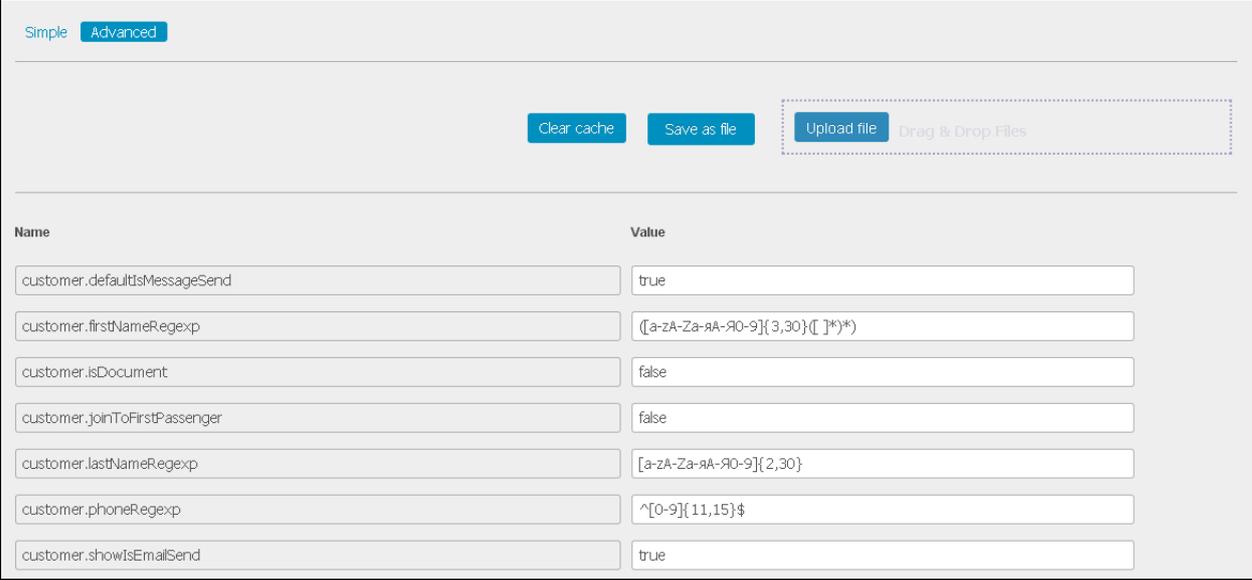
There are two modes of parameter editing:

- **Simple** tab: general parameters
- **Advanced** tab: advanced parameters.

When entering the **Parameters** section, the **Simple** tab is opened by default.

The **Simple** tab parameters are grouped by blocks. Each block contains parameters of a certain group (Figure 118).

The parameters on the **Advanced** tab are presented in the list form where each record has the following structure: the full parameter name is on the left, the field for entering the parameter value is on the right (Figure 119).



Name	Value
customer.defaultsMessageSend	true
customer.firstNameRegex	([a-zA-Za-zA-90-9]{3,30}[ ]*)
customer.isDocument	false
customer.joinToFirstPassenger	false
customer.lastNameRegex	[a-zA-Za-zA-90-9]{2,30}
customer.phoneRegex	^[0-9]{11,15}\$
customer.showIsEmailSend	true

**Figure 119. The "Parameters" section, the "Advanced" tab.**

Parameter values are specified by entering in the corresponding fields.

Parameter values which belong to the logical data type may have one of the two values: "yes" or "no".

On the **Simple** tab, such parameter values are specified by selecting the corresponding check boxes:

- a check box is selected. It corresponds to the value "yes"
- a check box is cleared. It corresponds to the value "no".

On the **Advanced** tab, values of the parameters with the logical data type are specified by the following words:

- true corresponds to the value "yes"
- false corresponds to the value "no".

The detailed description of the application parameter setting is provided in Appendix A (Sec. 6.1).

## 5.3. Managing aliases

### 5.3.1. Alias features

Aliases present parameters which contain interface element names (fields, buttons, links and others) as well as texts of information messages for users (a description of errors when incorrect data entry, a description of operation results and so on). The site admin may edit alias values.

For creating multilingual interfaces, it is possible to add aliases in several languages in the booking module.

Managing aliases is performed in the **Aliases** section (Figure 120).

In this section, the site admin may perform the following operations:

- Edit aliases
- Save aliases in MS Excel files
- Upload aliases from MS Excel files.

The screenshot shows the 'Aliases' section of the SIRENA TRAVEL system. The top navigation bar includes 'Parameters', 'Aliases', 'Theme', 'Orders', 'Reports', 'Bank details', 'Legal entities', 'Users', 'UPT', and 'Requests'. The main content area features a search bar labeled 'Search alias by name or value...'. Below the search bar is a table with two columns: 'Name' and 'Value'. The 'Value' column has a dropdown menu set to 'en'. An 'Add alias' button is located to the right of the table. The table contains the following entries:

Name	Value
oxygen.mail.invoice.subjectMessage	Invoice %s
dictionary.passengers.adult	Adult (12+)
dictionary.passengers.child	Child (2-11)
dictionary.passengers.rvg	Infant (under 2) with a seat
entInfoPrice.compareTo(orderBean.getPriceVariant().g	Total price has been changed
extraServices.label.serviceComment.aeroexpress	Children under 5 years old travel for free
is2009.about.versionUnknown	Unknown
is2009.agency.parameter.email	E-mail
is2009.organization.name.ТРЭВЛ	Sirena-Travel JSC
is2009.unprocessed_orders_notify.mail.from	noreply@sirena-travel.ru

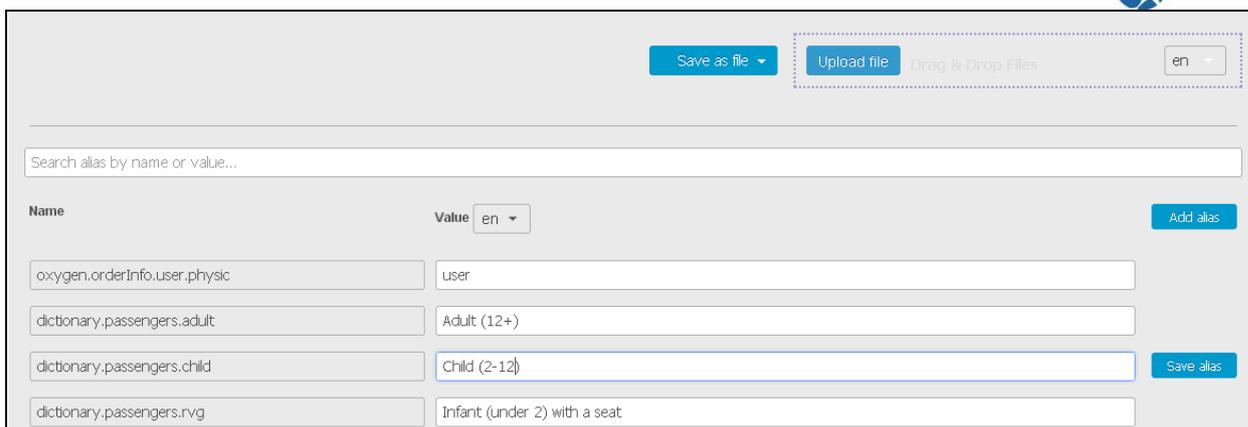
At the bottom of the table, there is a link '1367 more...'. The top right of the main content area has buttons for 'Save as file', 'Upload file', 'Drag & Drop Files', and a language selector set to 'en'.

**Figure 120. The "Aliases" section.**

### 5.3.2. Editing aliases

**To edit aliases:**

1. Select an interface language in the **Value** field.
2. Make changes in the required aliases.
3. Click **Save alias** on the right of the fields with the changes (Figure 121). The new alias values will be saved.



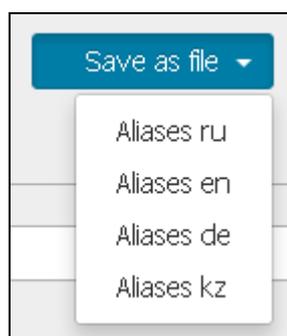
Name	Value
oxygen.orderInfo.user.physic	user
dictionary.passengers.adult	Adult (12+)
dictionary.passengers.child	Child (2-12)
dictionary.passengers.rvg	Infant (under 2) with a seat

**Figure 121. Editing aliases.**

### 5.3.3. Saving aliases in a MS Excel file

**To save aliases in a MS Excel file:**

1. Click **Save as file**.
2. Select a language from the opened list.



**Figure 122. Saving aliases in a MS Excel file.**

3. In the opened window, select a location to save the file and click **Save**. The file will be saved in the specified location under the name generate-aliases.xlsx.



Some browsers support automatic saving the created file in a folder specified as download folder in the browser settings.

### 5.3.4. Uploading aliases from a MS Excel file

For successful uploading aliases from a MS Excel file, it is necessary that the file data has the same structure as the file data created as a result of saving aliases in the MS Excel file.

### To upload aliases from a MS Excel file:

1. Select a language in the field on the right of the **Upload file** button.
2. Click **Upload file**, select and open needed alias data file in the opened window.

### 5.3.5. Placing additional information in modal windows

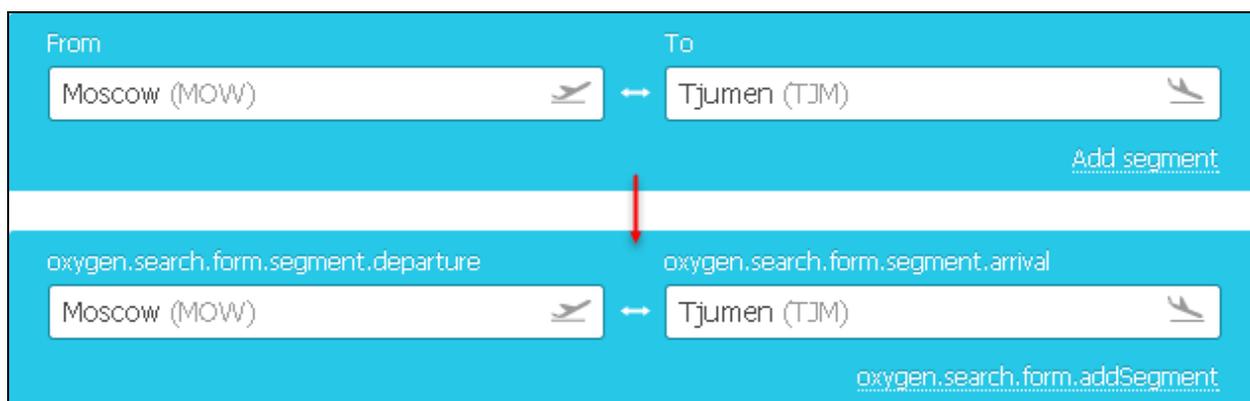
If it is necessary to place additional information which is opened in a modal window by clicking a link, then it is required to place the link of the following format in the alias text:

```
<a href="#" class="info-popup" data-alias="oxygen.alias.infoBody" data-header="oxygen.alias.infoCaption" data-template="info_popup_body">click me</a>
```

The alias code for displaying a text in the modal window is specified in the attribute data-alias and the alias code for a header of the window is specified in the attribute data-header.

### 5.3.6. Determination of binding an alias to an interface element

To determine by which alias the interface elements are specified, add *?aliases=1* in the address bar URL and press Enter on the keyboard (for example, *http://site.ru/oxygen/?aliases=1*). The page will be displayed as shown in Figure 123. When moving the pointer over an element, the corresponding alias will be presented in a pop-up box.



**Figure 123. Alias binding definition.**

To exit this mode, specify the initial URL in the address bar.

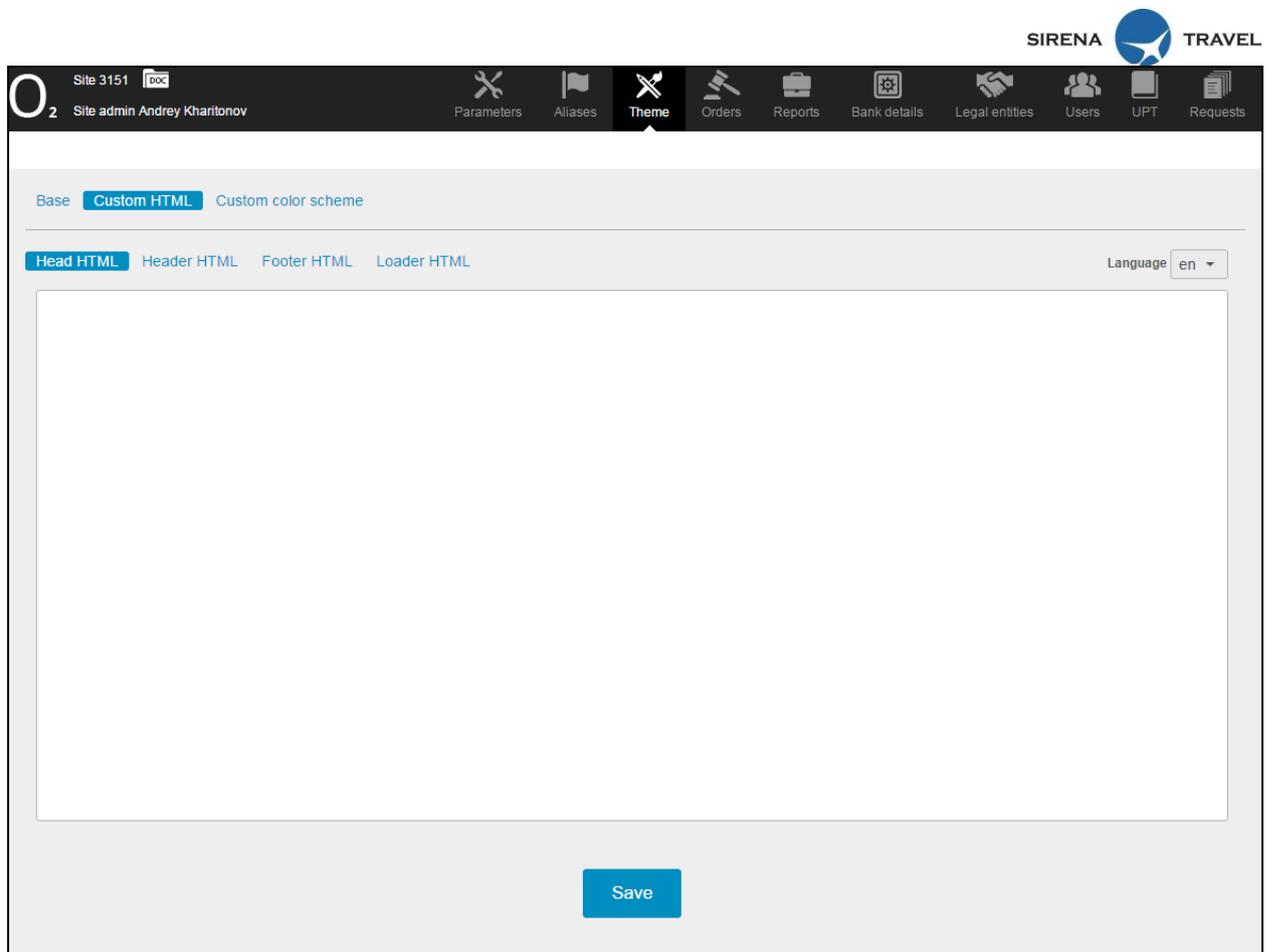
## 5.4. Customizing application appearance

### 5.4.1. Application appearance features

Customizing application appearance is performed in the **Theme** section (Figure 124).



Current Oxygen interface is based on the «Fusion» theme installed by the following parameter: `themes.currentThemeName = fusion`.



**Figure 124. The "Theme" section.**



Main page names are managed by specifying values of the following aliases:

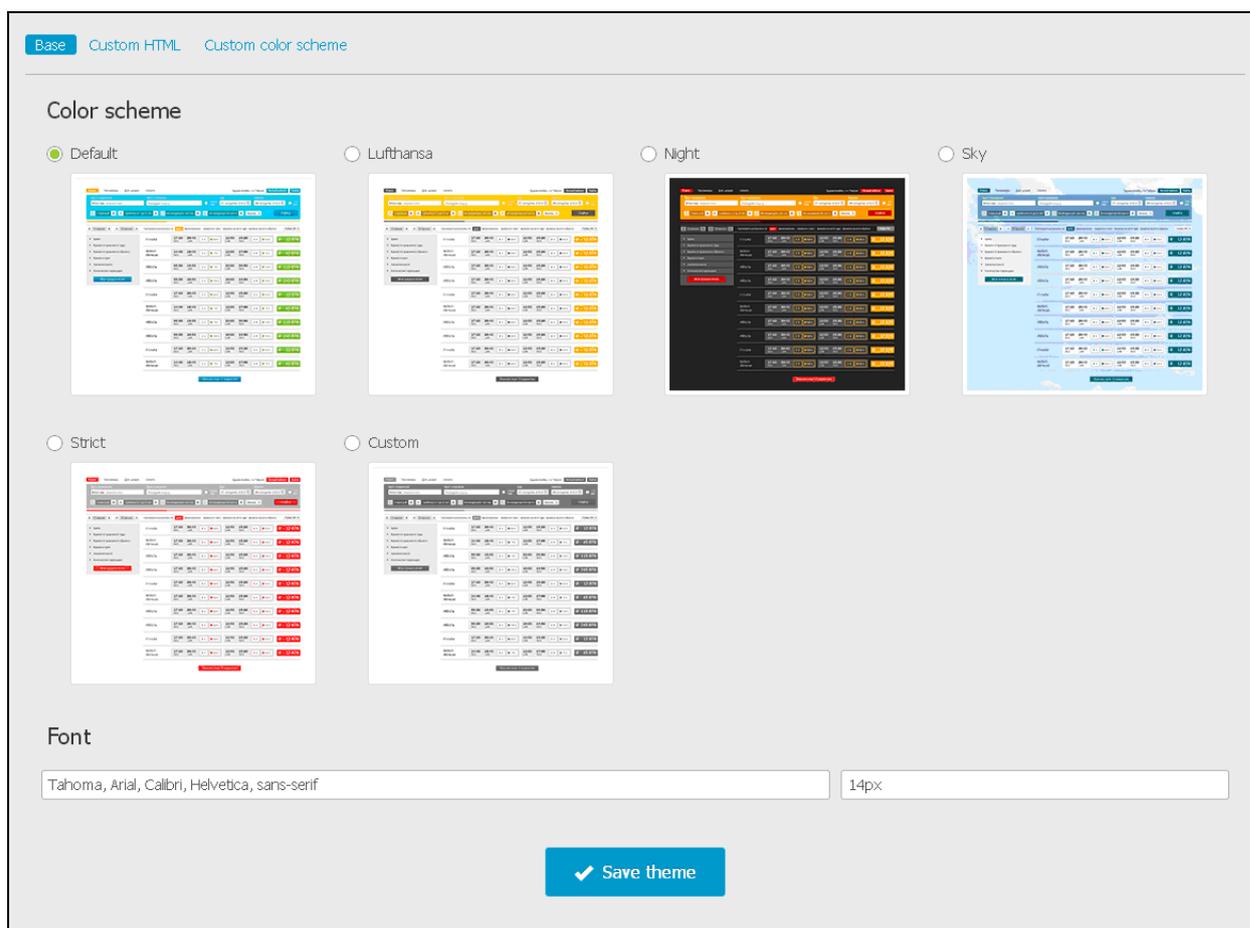
- oxygen.pageTitle.search – search page
- oxygen.pageTitle.passengers – passengers page
- oxygen.pageTitle.extraServices – additional service page
- oxygen.pageTitle.payment – payment page
- oxygen.pageTitle.privateOffice – personal account page
- oxygen.pageTitle.order – view order page
- oxygen.pageTitle.error – error page.

The **Theme** section consists of three subsections:

- **Base**
- **Custom HTML**
- **Custom color scheme.**

## 5.4.2. Selecting themes and customizing fonts

In the **Base** section, you may select a theme from the system themes (Figure 125).



**Figure 125. Standard theme selection.**

The theme selection is performed by selecting an option button next to the required theme. The **Default** theme is selected by default.

When selecting the **Custom** theme, a user theme which is set by the user in the **Custom color scheme** section is applied to the application (Sec. 5.4.4).

In the **Font** group field, the following data is specified:

- A list of fonts in preference order is specified in the field on the left (font names are specified separated by a comma)
- Regular font size is specified in the field on the right (14px is the default value).

To save the changes, click **Save theme**.

## 5.4.3. Customizing HTML

In the **Custom HTML** section, it is possible to set appearance of the following website elements:

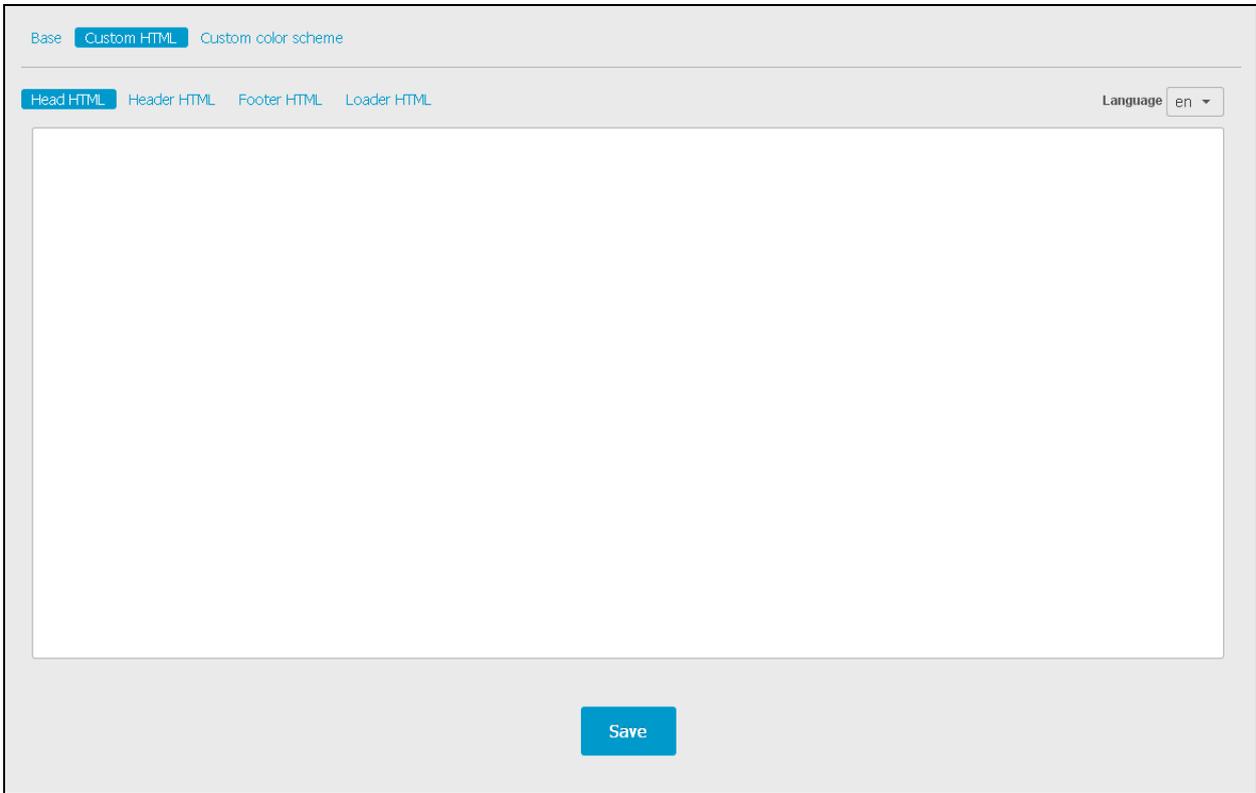
- **Head HTML:** user styles and scripts. The code from this field is added to the tag <head> on each page. It is important to consider the following conditions:
  - CSS framework Bootstrap is used for styles. For example, to make all buttons bold, it is enough to write the rule `.btn {font-weight:bold;}`
  - jQuery 2 library is used for scripts and jQuery 1 is used in IE8. Do not install it twice. Namespace is `$ = jQuery`. Do not redefine it either.
- **Header HTML:** HTML text of a page header. The code from this field is added to the beginning of the tag <body> on each page.
- **Footer HTML:** HTML text of a page footer. The code from this field is added to the end of the tag <body> on each page.
- **Loader HTML:** HTML text of loading progress bar displayed during waiting for loading pages or data. For debugging and testing, it is convenient to call it by the `lockScreen()` mode from the browser console.



The field values are stored in the `oxygen.head`, `oxygen.header`, `oxygen.footer`, `oxygen.loader` aliases.

It is necessary to enter only a valid HTML code. Any field may be left blank.

To save the changes, click **Save** (Figure 126).

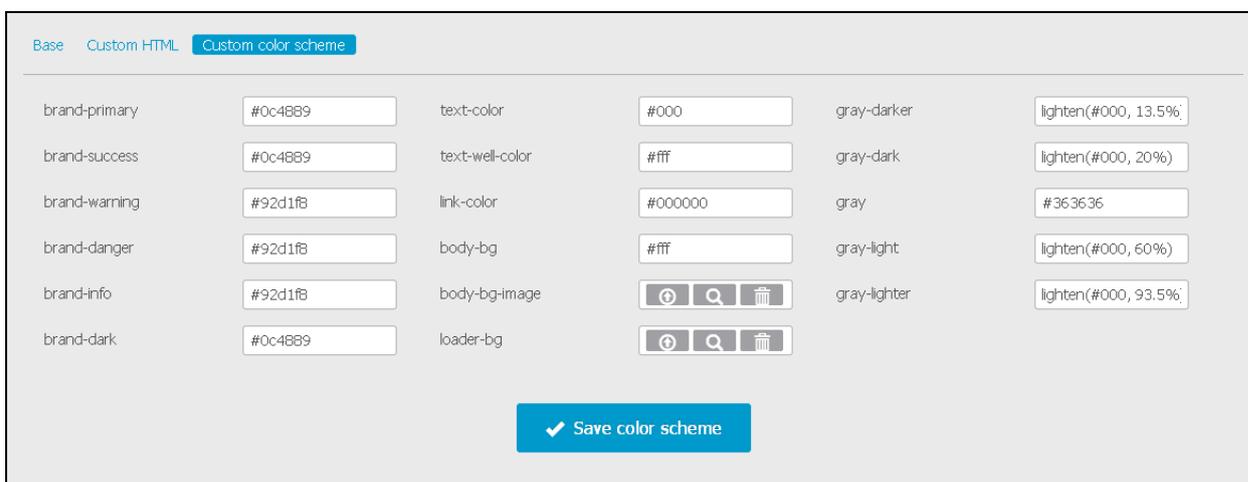


The screenshot shows a configuration window with a light gray background. At the top, there are three tabs: 'Base', 'Custom HTML' (which is selected and highlighted in blue), and 'Custom color scheme'. Below the tabs, there are four sub-tabs: 'Head HTML' (selected and highlighted in blue), 'Header HTML', 'Footer HTML', and 'Loader HTML'. To the right of these sub-tabs is a 'Language' dropdown menu set to 'en'. The main area of the window is a large, empty white text box for entering HTML code. At the bottom center of the window is a blue button labeled 'Save'.

**Figure 126. Setting the website elements by using HTML.**

#### 5.4.4. Customizing user themes

In the **Custom color scheme** section, you may set a color scheme for the standard **Custom** theme (Figure 127).



**Figure 127. Setting a color scheme for the "Custom" theme.**

**Table 5. Color scheme parameters**

Parameter	Description	Default value
brand-primary	Main color (buttons and links) Default color is blue	#0090c0
brand-success	Additional (price buttons, additional services) Default color is green	#88b030
brand-warning	Navigation menu color (booking steps, PA buttons) Default color is yellow	#f8b000
brand-danger	Error message color Default color is red	#ff4d00
brand-info	Color of search panels and order information Default color is light blue	#68c8e0
brand-dark	Color of panel contrast elements	#529db0
text-color	Main text color	@gray

Parameter	Description	Default value
text-well-color	Color of application buttons, links – buttons /captions in order information blocks, search form and so on	#fff
link-color	Main link color	@brand-primary
body-bg	Page background color	#fff
body-bg-image*	Background image	—
loader-bg*	Animated picture in the form of CSS background property. The picture is encoded in base64. It is displayed on all screens of application loading	—
gray-darker	The darkest grey	lighten(#000, 13.5%)
gray-dark	Dark grey	lighten(#000, 20%)
gray	Gray	lighten(#000, 33.5%)
gray-light	Light grey	lighten(#000, 60%)
gray-lighter	The lightest grey	lighten(#000, 93.5%)

\*To load an image for specifying the body-bg-image and loader-bg parameters, use the following buttons located in the fields:

-  - load an image from a computer
-  - view the loaded image
-  - delete the selected image, set a default value.

Any less valid expressions may be used as parameter values of colors, for example, black, #000, #000000, rgb(0,0,0), rgba(0,0,0,0), @brand-primary, lighten(#000, 33.5%).

To save the changes, click **Save color scheme**. The **Custom** color scheme (the user color scheme) is set as the current color scheme.

To test the application without using the user scheme, even if it is configured, add the «noCover=1» value in the address bar of the browser.

## 5.5. Setting a text of fare rules

Setting a fare rules text is performed in the **UPT** section (Figure 128).

SIRENA TRAVEL

Site 280 Doc  
2 Site admin ANDREY KHARITONOV

Parameters Aliases Theme Orders Reports Bank details Legal entities Users UPT Requests

Airline	Departure city	Arrival city	Departure country	Arrival country	Fare code	Active	Exchange	Refund
<input type="checkbox"/>	All	All	All	All	All	Both	Both	Both
<input type="checkbox"/>	UT	LED	MOW		HSSOW	✗	✗	✗
<input type="checkbox"/>	UT	MOW	TJM		GOBBLEDYGOOK	✓	✗	✗
<input type="checkbox"/>	UT	MOW	TJM		XOW	✗	✗	✗

Add fare rules

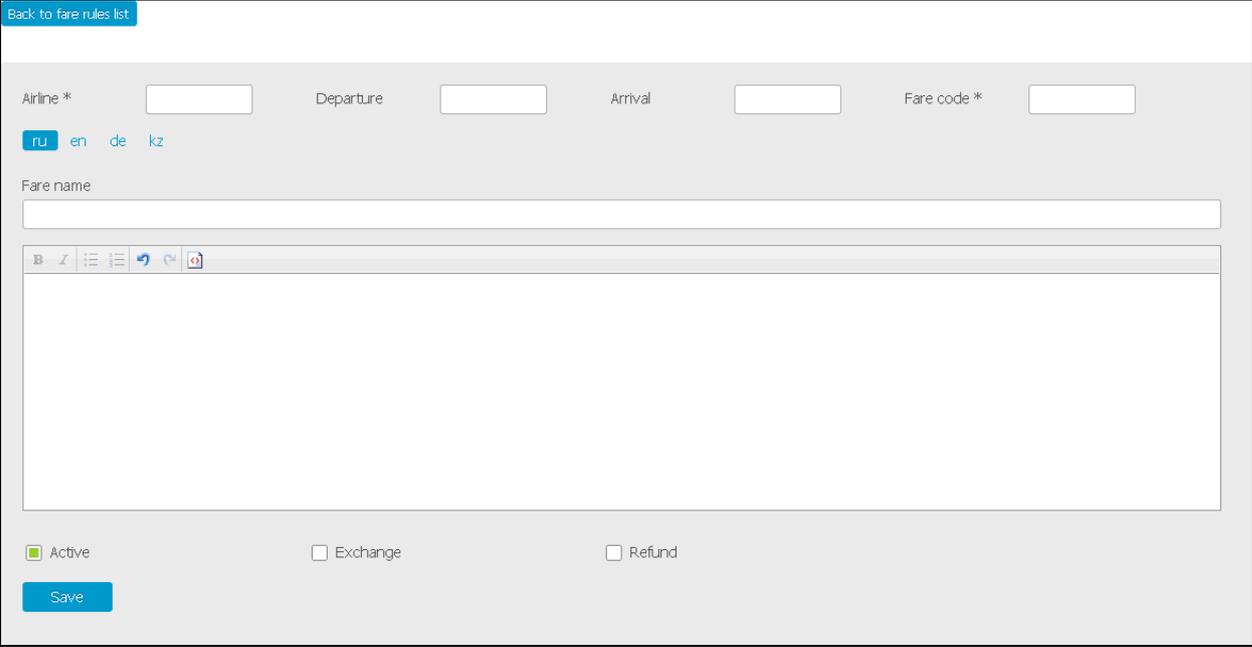
**Figure 128. Setting a fare rules text.**

The list of the existing fare rules texts for airlines is presented on the screen by default. The following parameters are presented for each text:

- **Airline:** airline code
- **Departure city:** departure city
- **Arrival city:** arrival city
- **Departure country:** departure country
- **Arrival country:** arrival country
- **Fare code:** fare code
- **Active:** fare rules status
- **Exchange:** display fare rules for the exchange
- **Refund:** display fare rules for the refund.

**To add a new fare rules text:**

1. Click **Add fare rules**. The form for adding a new fare rules text will be presented (Figure 129).



Back to fare rules list

Airline\*  Departure  Arrival  Fare code\*

**ru** en de kz

Fare name

**B** *I* 

Active  Exchange  Refund

**Figure 129. Form for adding a new fare rules text.**

2. Specify fare rules parameter values in the top part of the form:
  - **Airline:** airline code (mandatory parameter)
  - **Departure:** departure city (optional parameter)
  - **Arrival:** arrival city (optional parameter)
  - **Fare code:** fare code (mandatory parameter).
3. Click a required fare rules language:
  - **ru:** Russian
  - **en:** English
  - **de:** German
  - **kz:** Kazakh.
4. In the **Fare name** field, specify a fare rules name as it is assigned by "Sirena-Travel" GDS. The created text will be displayed for the corresponding fare rules of "Sirena-Travel" GDS.
5. In the text field, specify the text of the fare rules using HTML.
6. Select a fare rules status:
  - **Active:** if this check box is selected then the fare rules will be displayed. If the check box is cleared then the fare rules will be only saved in the System and fare rules from "Sirena-Travel" GDS will be displayed

- **Exchange:** fare rules for ticket exchange operation
  - **Refund:** fare rules for ticket refund operation.
7. If the **Exchange** field and the **Refund** field are not selected then fare rules from "Sirena-Travel" GDS will be displayed for ticket exchange / refund operation (if there are no fare rules for these operations in the System).
  8. Click **Save**. The fare rules text with the specified parameters will be saved and presented on the existing fare rules list.

To edit fare rules text, double click on the fare rules entry from the list. The edit form is the same as for adding a new fare rules text described above.

**To change fare rules statuses:**

1. Select fare rules entries by selecting corresponding check-boxes. The **Edit statuses** button will be presented under the list and to the right of the **Add fare rules** button (Figure 130).

Airline	Departure city	Arrival city	Departure country	Arrival country	Fare code	Active	Exchange	Refund
<input type="checkbox"/>	All	All	All	All	All	Both	Both	Both
<input checked="" type="checkbox"/>	UT	LED	MOW		HSSOW	✗	✗	✗
<input checked="" type="checkbox"/>	UT	MOW	TJM		GOBBLEDYGOOK	✓	✗	✗
<input type="checkbox"/>	UT	MOW	TJM		XOW	✗	✗	✗

**Figure 130. The Edit statuses button.**

2. Click **Edit statuses**. The **Edit statuses** modal window will be presented (Figure 131).

Edit statuses
✕

Active Don't change ▼

Exchange Don't change ▼

Refund Don't change ▼

Cancel
Save

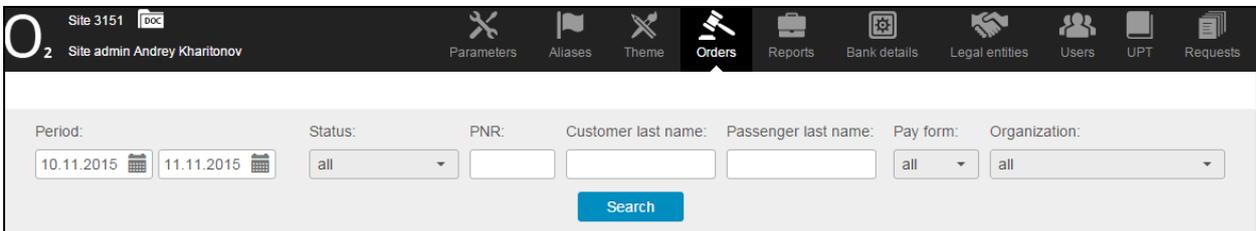
**Figure 131. The Edit statuses modal window.**

3. Specify the values for the **Active**, **Exchange**, **Refund** statuses from the drop-down lists:
  - **Don't change** — do not change the status
  - **Active** — display fare rules
  - **Inactive** — do not display fare rules.
4. Click **Save** to apply the specified values for the selected entries.

## 5.6. Managing orders (PNR)

### 5.6.1. Order management features

Managing orders (PNR) created in the booking module is performed in the **Orders** section (Figure 132).



**Figure 132. The "Orders" section.**

In this section, the site admin may perform the following operations:

- Search and view order information.
- Print ITRs for a paid order.
- Cancel an unpaid order.
- Exchange tickets.
- Refund tickets.
- Ticketing.

### 5.6.2. Searching and viewing order information

The panel with filters for searching orders is displayed in this section by default.

To find and view order information, specify required search parameters (Table 6) and click **Search**. The order list corresponding to the specified search conditions will be presented on the page (Figure 133).

**Table 6. Parameters for searching orders**

Parameter	Description
<b>Period</b>	Time period of order creation
<b>Status</b>	Order status
<b>PNR</b>	Order number (PNR)
<b>Customer last name</b>	Customer last name  Full specification of the last name is not required. The symbol register does not matter
<b>Passenger last name</b>	Passenger last name  Full specification of the last name is not required. The symbol register does not matter
<b>Pay form</b>	Payment option (the content of the drop-down menu corresponds to the payment option list of "Sirena-Travel" GDS): <ul style="list-style-type: none"> <li>• All</li> <li>• CC</li> <li>• IN</li> <li>• CA</li> <li>• VZ</li> </ul>
<b>Organization</b>	Order contractor

Period:    
 Status:  PNR:  Customer last name:  Passenger last name:  Pay form:  Organization:

Order date	Number	Route	Number of passengers	Total price	Pay form	Timelimit	Contractor	Status
11.11.2015 09:26	0Z06X9	MOW - LED 19.11.2015	1	3 145 RUB	PK(VI)	16.11.2015 09:27		booked
10.11.2015 17:12	0Z06M7	MOW - LED 18.11.2015	1	0 RUB	PK(VI)			cancelled
10.11.2015 11:48	0Z061S	MOW - LED 03.01.2016	2	0 RUB	PK(CA)			cancelled
10.11.2015 11:46	0Z061N	MOW - LED 08.01.2016	4	0 RUB	PK(VI)			cancelled

**Figure 133. Searching and viewing order information.**

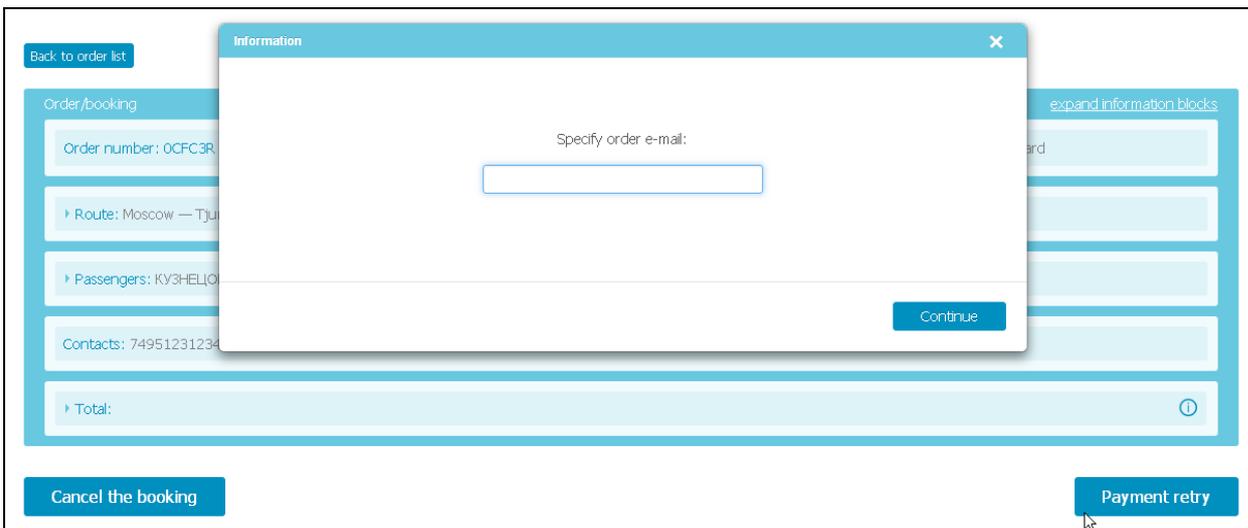
The following order information is displayed on the list:

- Order date

- Order number (PNR)
- Route
- Flight departure date (for all route segments)
- Passenger number
- Total price
- Payment option
- Timelimit – time limit for the order ticket issue
- Contractor – the order contractor
- Current order status.



The list is also supplied by the orders booked in GDS terminal (not paid) of the same agency as the Oxygen terminal. Their payment may be performed in Oxygen. If their customer e-mail is not specified then it will be requested before order payment (Figure 134).



The screenshot displays a web interface for order management. A modal window titled 'Information' is open, asking for the 'Specify order e-mail:' with a text input field and a 'Continue' button. The background interface shows a list of order details for 'Order/booking' with fields for 'Order number: 0CF3R...', 'Route: Moscow — Tju...', 'Passengers: KV3HELIO...', and 'Contacts: 74951231234...'. At the bottom, there are buttons for 'Back to order list', 'Cancel the booking', and 'Payment retry'.

**Figure 134. Order e-mail request before payment.**

To view detailed information about one of the orders, click the corresponding row on the list. The page with the full order information will be presented (Figure 135).

Back to order list

Order/booking expand information blocks

Order number: OCTBX1    Status: paid    Payment: Payment card    [Conditions of air services](#)    [Itinerary receipt](#)

Route: Moscow — Tjumen 09.07.2015 10:00

Passengers IVANOV IVAN (13.02.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

Total: ⓘ

History of Order

Date: 29.06.2015 17:53	Action: creation	Initiator: test@mail.com	
Date: 29.06.2015 17:54	Action: payment	Initiator: test@mail.com	1 685 RUB
Date: 29.06.2015 17:54	Action: application for refund	Initiator: test@mail.com	

New booking    **Order creator e-mail**    Ticket refund    Ticket exchange

**Figure 135. Viewing detailed order information.**

To view air service conditions (Fare rules), click **Conditions of air services**. To print an ITR, click **Itinerary receipt**.

To proceed to a new booking, click **New booking**. To return to the order list, click **Back to the order list**.

### 5.6.3. Printing an itinerary receipt

The given function is available only for paid orders.

**To print an itinerary receipt for a certain order:**

1. Find the order and proceed to the view mode of order detailed information (see Sec. 5.6.2).
2. Click **Itinerary receipt**. The ITR in the pdf format will be formed for the order. This ITR may be printed or sent to the customer e-mail specified in the order.

### 5.6.4. Canceling an order



The given function is available only for orders which have not been paid yet (orders with the "Booked" status).

**To cancel an order:**

1. Find it.
2. Proceed to the view mode of order detailed information and click **Cancel the booking** (Figure 136). Cancel confirmation request will be presented in the modal window (Figure 137).

3. Click **Confirm cancel**. The order will be cancelled. The performed operation parameters on the order cancellation (date and time of performing, e-mail address of an initiator) will be presented in the **History of Order** section (Figure 138).

Back to order list

Order/booking expand information blocks

Order number: OCTV9Z      Status: booked      Pay till: 16:27 08.07.2015      Payment: Cash

Route: Moscow — Tjumen 13.07.2015 10:00

Passengers IVANOV IVAN (13.02.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

Total: ⓘ

History of Order

Cancel the booking      New booking

**Figure 136. Proceeding to order cancellation.**

Confirm booking cancellation ×

Your order will be cancelled. Are you sure?

Don't cancel      Confirm cancel

**Figure 137. Confirming booking cancellation.**

Order/booking

Order number: OCTV9Z Status: cancelled

▶ Route: Moscow — Tjumen 13.07.2015 10:00

▶ Passengers IVANOV IVAN (13.02.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

▶ Total:

▼ History of Order

Date: 03.07.2015 16:26	Action: creation	Initiator: oxyphysic280
Date: 06.07.2015 11:44	Action: cancellation	Initiator: test@mail.com

User who created the order

User who cancelled the order

**Figure 138. Order cancellation.**

### 5.6.5. Ticket exchange

If it is required to exchange tickets only for a part of the order passengers, then the division of the order is performed. An individual order is booked for the passengers with the new tickets.

If the identical changes are made for all order passengers then the exchange of tickets is performed within the existing order, without division.

If it is required to exchange tickets of several passengers into new ones but with different flight parameters, then it is necessary to exchange each passenger tickets separately.



The given function is available only for tickets which are paid by payment card and bonus tickets (see Sec. 2.5.3).

#### To exchange a ticket:

1. Find the order and proceed to the view mode of order detailed information (see Sec. 5.6.2). Click **Ticket exchange** (Figure 139). The window for selecting exchange segments the will be presented (Figure 140).

Back to order list

Order/booking expand information blocks

Order number: OCTV9S      Status: paid      Payment: Payment card      [Conditions of air services](#)      [Itinerary receipt](#)

▸ Route: Moscow — Tjumen 13.07.2015 10:00

▸ Passengers IVANOV IVAN (13.02.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

▸ Extra services Aeroexpress Insurance

▸ Total: ①

▸ History of Order

New booking      Ticket refund      **Ticket exchange**

**Figure 139. Proceeding to ticket exchange.**

**Ticket exchange** ✕

Select sites for the exchange trip and your travel dates on them

Passenger	Segment	Date	Flight
IVAN IVANOV (13.02.1980)	<input type="checkbox"/> Moscow — Tjumen	13.07.2015 <span style="font-size: small;">⌵</span>	UT-461

[Next](#)

**Figure 140. Selection of exchange segments.**

2. A list of passengers, flight segments and dates is presented in the window. Select passengers and segments for the exchange. Specify a required flight date on the segment for new tickets in the **Date** field.



Ticket exchange is performed separately for every selected passenger independently of his/her category (but the exchange of only child/infant tickets is not permitted).

3. Click **Next**. The window for selecting a new flight option will be presented (Figure 141).

Ticket exchange
✕

Select flight

---

Moscow — Tjumen 14.07.2015 (old date: 13.07.2015)

<input type="radio"/> UT329	09:20 Vnukovo	15:00 Roschino	03:40
<input checked="" type="radio"/> UT115	09:30 Vnukovo	15:00 Roschino	03:30
<input type="radio"/> UT114	09:30 Vnukovo	15:00 Roschino	03:30
<input type="radio"/> UT777	10:00 Vnukovo	13:00 Roschino	01:00
<input type="radio"/> UT461	10:00 Vnukovo	14:15 Roschino	02:15
<input type="radio"/> UT222	10:00 Vnukovo	13:00 Roschino	01:00
<input type="radio"/> UT2222	10:00 Domodedovo	14:25 Roschino	02:25
<input type="radio"/> UT335	11:00 Domodedovo	15:45 Roschino	02:45
<input type="radio"/> UT666 UT696	11:05 Vnukovo	18:00 Roschino	03:05 LED 1 transfer
<input type="radio"/> UT1245	12:00 Domodedovo	18:00 Roschino	04:00
<input type="radio"/> UT451	13:30 Domodedovo	18:00 Roschino	02:30
<input type="radio"/> UT791	14:00 Vnukovo	18:00 Roschino	02:00
<input type="radio"/> UT453	20:30 Vnukovo	01:15 +1 Roschino	02:45

Back
Next

**Figure 141. Selection of a new flight option.**

The found flight options on the selected segment and the specified date are presented on the list. The old and new dates, the segment name are presented in the top part of the window. Flight options which are not available for selection are marked with pale color. When moving the cursor over the row with a description of an unavailable flight option, the reason why this option is not available for selection will be displayed in the ScreenTip.

4. Select a flight option from the list and click **Next**. The exchange confirmation window will be presented (Figure 142).

Ticket exchange
✕

Confirm exchange

---

Passenger	Code	Class	New flight price			
			Fare	The fee for flight option change	Other fees	Total price
IVANOV IVAN (13.02.1980)	TEST4	C	400 RUB	0 RUB	245 RUB	645 RUB
Total price			400 RUB	0 RUB	245 RUB	645 RUB

Supplement price: **245 RUB**

I agree with the [Fare rules](#)

Back
Next

**Figure 142. Ticket exchange confirmation.**

The window contains exchange operation parameters: new ticket price detailed information and supplement payment amount data (in a separate row) to purchase this ticket.

5. Read the fare rules by clicking the link with the same name. If there are no objections, then select the **I agree with the Fare rules** check box.
6. Click **Next**. The payment card form will be presented (Figure 143).

5 1 0 0 \* \* \* \* \* \* \* \* 0 0 0 8

CVC/CW2

THE LAST THREE DIGITS

🔒 Secure transmission of the information you entered is guaranteed by the SSL protocol and Thawte certificate.

Cancel payment
Purchase

**Figure 143. Exchange payment.**

7. Specify CVC/CVC2 code and click **Purchase**. The window with the order parameters will be presented. The exchange operation will be displayed in the **History of Order** section (Figure 144). The corresponding notification with the order parameters, the itinerary receipt and fare rules will be sent to the specified contact e-mail.

History of Order			
Date: 06.07.2015 12:15	Action: creation	Initiator: test@mail.com	
Date: 06.07.2015 12:15	Action: payment	Initiator: test@mail.com	2 105 RUB
Date: 06.07.2015 12:17	Action: exchange	Initiator: test@mail.com	285 RUB

**Payment successful.**  
Your order has been paid. Do not forget to print your itinerary receipt.  
Thank you for visiting our site.

**Figure 144. Ticket exchange result (without the order division).**

If the order was divided (a flight segment and/or a departure date was changed for one of the passengers, while for the other passengers of the order there was no changes) then a number of a new order created as a division result is displayed in the **History of Order** section (Figure 145).

History of Order			
Date: 10.07.2015 13:22	Action: division	Initiator: test@mail.com	
Comment: this PNR obtained by dividing the order with PNR0CTDKF			
Date: 10.07.2015 13:23	Action: exchange	Initiator: test@mail.com	3 375 RUB

**Payment successful.**  
Your order has been paid. Do not forget to print your itinerary receipt.  
Thank you for visiting our site.

**Figure 145. Ticket exchange result (with the order division).**

### 5.6.6. Ticket refund



The option is available only for tickets paid by payment card and bonus tickets (see Sec. 2.5.3). To use the option, login to personal account is required (see Sec. 3) for customer or administrator authorization.



The refund operation for bonus tickets (see Sec. 2.5.3) does not include bonus miles refund.

#### To refund a ticket:

1. Find the order and proceed to the view mode of order detailed information (see Sec. 5.6.2). Click **Ticket refund** (Figure 146). The window for selecting passengers whose tickets should be refunded will be presented (Figure 147).

[Back to order list](#)

Order/booking [expand information blocks](#)

Order number: OCTYWM      Status: paid      Payment: Payment card      [Conditions of air services](#)      [Itinerary receipt](#)

▸ Route: Moscow — Tjumen 17.07.2015 11:00

▸ Passengers IVANOV IVAN (13.02.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

▸ Total: ①

▸ History of Order

[New booking](#)      [Ticket refund](#)      [Ticket exchange](#)

**Figure 146. Proceeding to ticket refund.**

Passenger choosing for ticket refund ✕

Choose the passengers for ticket refund

---

IVAN IVANOV (13.02.1980)

[Next](#)

**Figure 147. Selecting passengers for ticket refund.**

2. Select passengers whose tickets will be refunded and click **Next**. The refund confirmation window will be presented (Figure 148).



Ticket refund is performed separately for every selected passenger independently of his/her category.

Passenger choosing for ticket refund ✕

Please read carefully ticket refund rules

---

Passenger segment	Code	Class	Fare:	Taxes:	Penalties	Total price:
MOWTJM IVAN IVANOV 13.02.1980	YSS	Y	1 000 RUB	300 RUB	50 RUB	1 250 RUB
Refund total						1 250 RUB

I agree with the [Refund rules](#)

Back Confirm ticket refund

**Figure 148. Ticket refund confirmation.**

3. The refund amount detailed information is presented in the window:
  - Passenger segment: a segment name, full name and passenger birth date
  - Code: fare code
  - Class: booking class
  - Fare: fare price
  - Taxes: operation fee amount
  - Penalties: penalty amount
  - Total price
  - Refund total.
4. The information is presented for each of the specified passenger segments.
5. Read the refund rules by clicking the link with the same name. If there are no objections, then select the **I agree with the Refund rules** check box.
6. Click **Confirm ticket refund**. The order parameter window will be presented. The refund operation will be displayed in the **History of Order** section (Figure 149). The corresponding notification with the order parameters and calculations will be sent to the specified contact e-mail.

Date: 06.07.2015 14:48    Action: refund    Initiator: test@mail.com    -1 250 RUB

**Refund successful.**  
Your order was cancelled. Tickets are not valid.  
Thank you for using our website!

**Figure 149. Ticket refund result.**

If automatic ticket refund is not supported, then refund request which should be manually processed by airline employee is formed in the System.

After specifying passenger data, it is suggested to specify customer contact information. This data will be specified in the refund request (Figure 150).

**Passenger choosing for ticket refund** ✕

**Attention:** Only manual refund is available on this site. Please specify your contact information. Our operator will contact you soon to accomplish ticket refund.

E-mail \*

Telephone \*

I agree with the [Fare rules](#) Apply

**Figure 150. Ticket refund result.**

Requests are sent to the **Requests** section (see Sec. 5.11) and to the airline e-mail specified in the **Parameters** section (see Sec. 5.2).



It is possible to set automatic seat cancellation when applying refund requests using the `site.xxOnManualRefund` parameter.

### 5.6.7. Ticketing

It is possible to issue tickets with payment order number for orders with non-cash payment. Ticket issue for orders with cash payment is available too.



The ticketing option for orders with cash payment may be removed from the interface by the setting of the true value to the `site.paymentCashDisabled` parameter (default value is false).

**To issue a ticket:**

1. Find the order and proceed to the view mode of order detailed information (see Sec. 5.6.2). Click **Ticket** (Figures 151, 152). The payment confirmation window will be presented (Figures 153, 154).

Back to order list

Order/booking expand information blocks

Order number: OCTG52      Status: booked      Pay till: 14:53 11.07.2015      Payment: Non-cash payment      [Payment invoice](#)

› Route: Moscow — Tjumen 16.07.2015 10:00

› Passengers IVANOV IVAN (13.02.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

› Total: ⓘ

› History of Order

[Cancel the booking](#) **Ticket** [New booking](#)

**Figure 151. Proceeding to ticketing for orders with non-cash payment.**

Back to order list

Order/booking expand information blocks

Order number: OZ074G      Status: booked      Pay till: 16.11.2015 17:16 Moscow time      Payment: Cash

› Route: Moscow — Tjumen 19.11.2015 10:00

› Passengers PETROV IVAN (23.07.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

› Total: ⓘ

› History of Order

[Cancel the booking](#) **Ticket** [New booking](#)

**Figure 152. Proceeding to ticketing for orders with cash payment.**

Confirmation of payment

1 085 PYB

Payment order \*

Cancel Execute

**Figure 153. Non-cash payment confirmation.**

Confirmation of payment

3 695 PYB

Cancel Execute

**Figure 154. Cash payment confirmation.**

- For orders with non-cash payment, specify payment order number.
- Click **Execute**. The detailed order information window will be presented. The corresponding record will be displayed in the **History of Order** section (Figure 155).

Order/booking

Order number: OCTG52      Status: paid      Payment: Non-cash payment

▶ Route: Moscow — Tjumen 16.07.2015 10:00

▶ Passengers IVANOV IVAN (13.02.1980)

Contacts: 79161112233; A.KHARITONOV@SIRENA-TRAVEL.RU

▶ Total:

~ History of Order

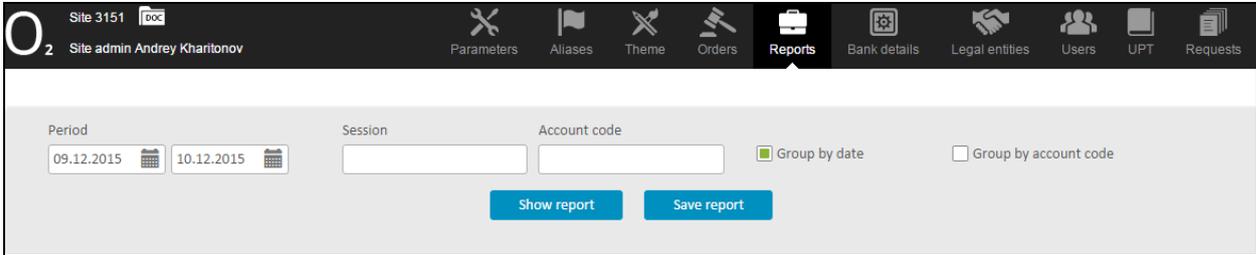
Order creator	Date: 06.07.2015 14:52	Action: creation	Initiator: test@mail.com
Order payer	Date: 06.07.2015 14:56	Action: payment	Initiator: test@mail.com

**Figure 155. Result of ticketing.**

## 5.7. Forming reports

It is possible to form a financial report on turnover. The report is grouped by sessions and account codes.

Forming the report is performed in the **Reports** section (Figure 156).



**Figure 156. The "Reports" section.**

The report contains the following data:

- Operation date
- Session name
- Operation sale volume
- Operation refund volume
- Currency.

### To form the report:

1. In the **Period** field, specify a starting and ending date of an accounting period.
2. In the **Session** field, specify a session name.
3. In the **Account code** field, specify the account code number.
4. Select the **Group by date** check box to present information in the report separately on each date from the accounting period.
5. Select the **Group by account code** check box to present information in the report separately on each account code.
6. Click **Show report**. The report based on the specified parameters will be presented (Figure 157).

Date	Account code	Session	Sales #	Refunds #	Tickets #	Sales	Refund	Currency
09.12.2015		TKП	298	62	236	2721120	-218170	RUB
10.12.2015		TKП	259	61	198	2540020	-209930	RUB
<b>Total:</b>		TKП	<b>557</b>	<b>123</b>	<b>434</b>	<b>5261140</b>	<b>-428100</b>	<b>RUB</b>
<b>Total:</b>			<b>557</b>	<b>123</b>	<b>434</b>	<b>5261140</b>	<b>-428100</b>	<b>RUB</b>

**Figure 157. Report example.**

### To save the report to the local computer:

- Click **Save report**. The report with the specified parameters will be saved to the local computer. Downloading will be performed in accordance with the browser settings.

## 5.8. Managing bank details

Managing bank details is performed in the **Bank details** section (Figure 158).

In this section, it is possible to specify and edit bank account details used for ticket non-cash payment.

Site 3151   doc		Parameters		Aliases		Theme		Orders		Reports		Bank details		Legal entities		Users		UPT		Requests			
Bank name	Avia	Chief name	Petrov I.N.	Bank identifier	8888881	Correspondent account	222222222	Chief position	Director	Tax reference number	7777771	Name of organization	Storm	Facsimile accountant signature	[+][Q][trash]	Registration event code	7777771	Address	Moscow, Petrov str., 12	Seal impression	[+][Q][trash]	Prefix number	P
E-mail	mail@mail.ru	Facsimile Chief signature	[+][Q][trash]	Number suffix	S	Telephone	84953111111	Transportation carrier	Cargo+	Name of accountant	Sidorov F.S.	Fax	849512346571	Transportation carrier address	Moscow, Pavlov str., 12	Payment account	1231231231	Position of accountant	Chief accountant	Invoice template	default_no_nds		
<input type="button" value="Save"/> <input type="button" value="Preview"/>																							

**Figure 158. The "Bank details" section.**

In the fields, specify text values for each of the bank details.

To load images in the **Facsimile accountant signature, Seal impression, Facsimile Chief signature** fields, use the following buttons located in the fields:

-  – load an image from a computer
-  – view the loaded image
-  – delete the selected image, set a default value.

To view an invoice form, click **Preview**. The invoice template with the specified bank details in the pdf format will be presented in a separate tab (Figure 159).

**Счет на оплату № P2809S от 11.11.2015**

**Поставщик** Storm  
**ИНН/КПП** 7777771 / 7777771  
**БИК** 8888881  
**Банк** Avia  
**Корр.счет №** 222222222  
**Расч.счет №** 1231231231  
**Адрес** Moscow, Petrov str., 12  
**Телефон** 84953111111  
**Факс** 849512346571  
**E-mail** mail@mail.ru  
**Грузоотправитель** Cargo+  
**Адрес** Moscow, Pavlov str., 12  
**Покупатель** Тестовая организация  
**ИНН/КПП** 9876543231 / 12345678890  
**БИК** 345345345  
**Корр.счет/Расч.счет №** 567567567  
**Адрес** г. Тестовый, ул. Тестовая, д.0  
**Телефон** +7(999) 999-99-99  
**Факс** +7(999) 999-99-99  
**E-mail** test@test.ru

**Срок оплаты: не позднее 11.10.2014 10:15**

Наименование	Ед.изм.	Кол-во	Цена	Сумма	Контракт
1	2	3	4	5	6
Москва - Санкт-Петербург (12ТЕСТ)		1	100	100	
Сбор		1	250	250	
<b>Всего к оплате</b>				<b>350</b>	

Всего на сумму (без НДС): Триста пятьдесят рублей

Director

 Petrov I.N.

Chief accountant

 Sidorov F.S.

Примечание. Без печати недействительно.  
 Первый экземпляр (оригинал) - покупателю. Второй экземпляр (копия) - продавцу.  
 Тариф на авиаперевозку действителен на дату оплаты счета.

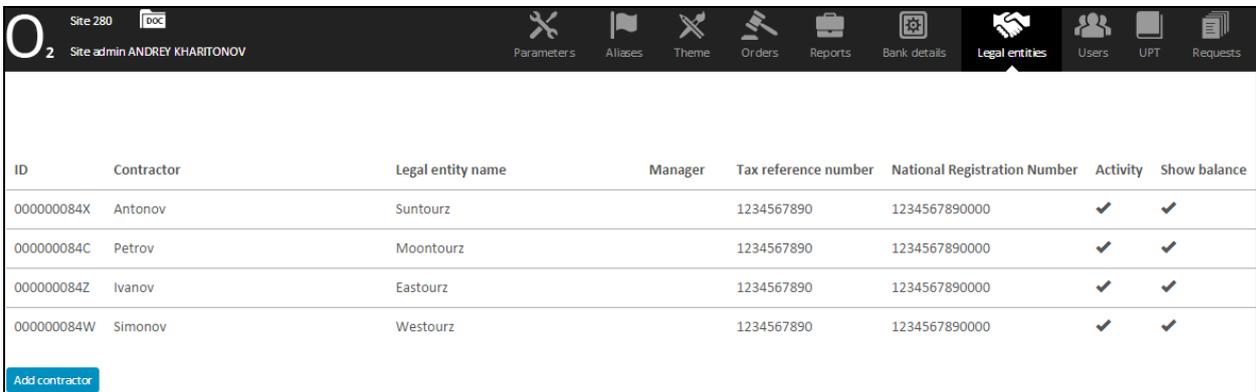
**Figure 159. Invoice template preview.**

Specify values for each of the bank details and click **Save**. The bank detail values will be saved and payment invoice form will be updated with the specified changes.

## 5.9. Managing legal entities

### 5.9.1. Legal entity list

Managing legal entities is performed in the **Legal entities** section (Figure 160).



ID	Contractor	Legal entity name	Manager	Tax reference number	National Registration Number	Activity	Show balance
000000084X	Antonov	Suntourz		1234567890	1234567890000	✓	✓
000000084C	Petrov	Moontourz		1234567890	1234567890000	✓	✓
000000084Z	Ivanov	Eastourz		1234567890	1234567890000	✓	✓
000000084W	Simonov	Westourz		1234567890	1234567890000	✓	✓

**Figure 160. The « Legal entities» section.**

The section contains the list of contractors and corresponding legal entities.

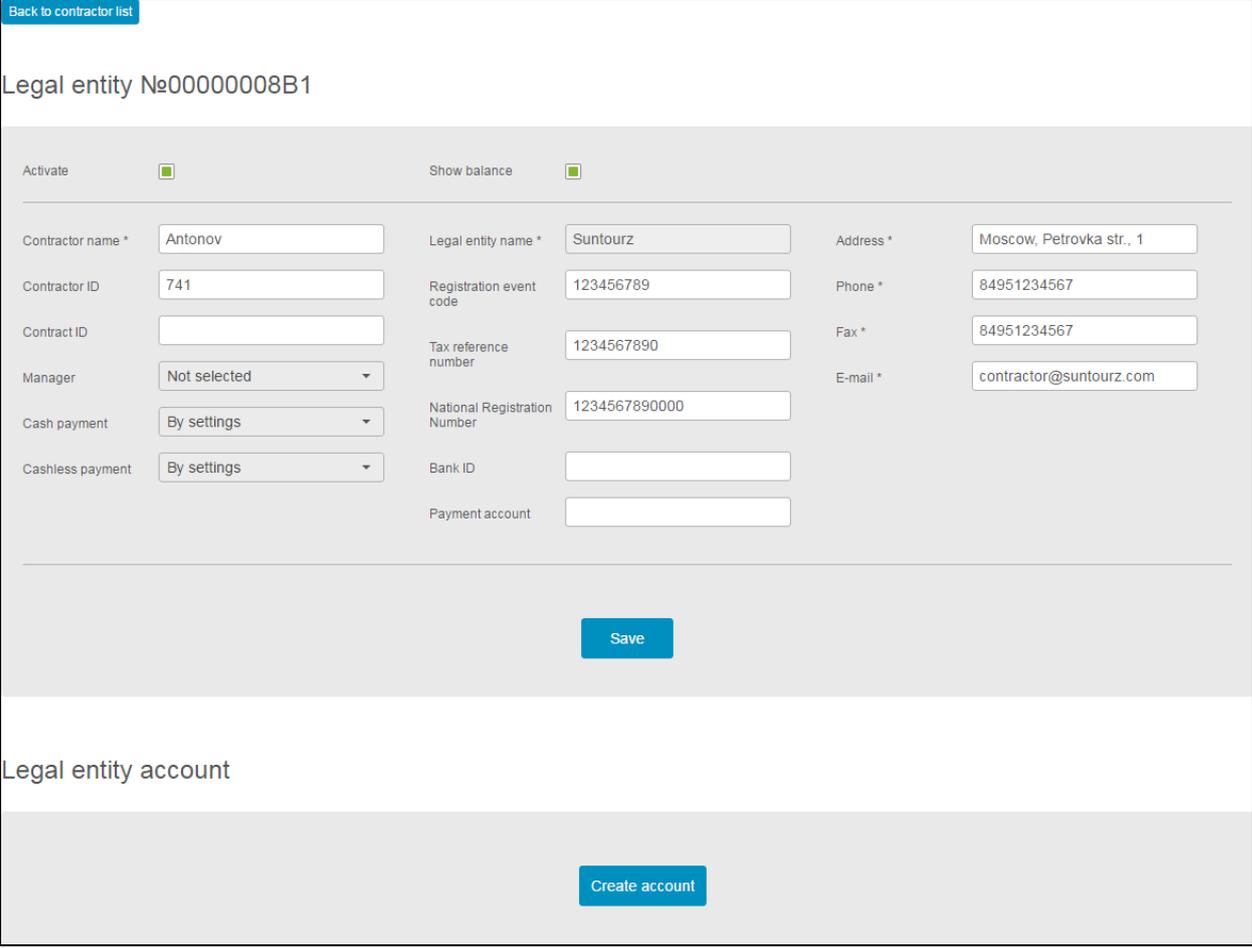
**Table 7. Contractor parameters**

Parameter	Description
<b>ID</b>	Legal entity ID
<b>Contractor</b>	Contractor name
<b>Legal entity name</b>	Legal entity name
<b>Manager</b>	Order manager for the contractor (may be assigned for users with the <b>Ticket agent</b> and <b>Site admin</b> roles – Sec. 5.10)
<b>Tax reference number</b>	Tax reference number of the legal entity
<b>National Registration Number</b>	National Registration Number of the legal entity
<b>Activity</b>	Current activity status: ✓ – on / ✗ – off
<b>Show balance</b>	Show balance of the opened deposit account (if it is available for the contractor – see Sec. 4.4) : ✓ – on / ✗ – off

## 5.9.2. Contractor data

### To edit contractor data:

1. Click on the selected contractor in the list. Contractor data form will be presented (Figure 161).



Back to contractor list

Legal entity №00000008B1

Activate  Show balance

Contractor name \* Antonov Legal entity name \* Suntourz Address \* Moscow, Petrovka str., 1

Contractor ID 741 Registration event code 123456789 Phone \* 84951234567

Contract ID Tax reference number 1234567890 Fax \* 84951234567

Manager Not selected E-mail \* contractor@suntourz.com

Cash payment By settings National Registration Number 1234567890000

Cashless payment By settings Bank ID Payment account

Save

Legal entity account

Create account

**Figure 161. Contractor data form.**

2. Edit data fields (the fields with ‘\*’ are necessary to specify).

**Table 8. Contractor data**

Field	Description
<b>Contractor name *</b>	Contractor name
<b>Contractor ID</b>	Contractor ID
<b>Contract ID</b>	Contract ID
<b>Manager</b>	The user with order access limited to the contractor orders (it is selected from users with the <b>Ticket agent</b> and <b>Site admin</b> roles – Sec. 5.10)

Field	Description
<b>Cash payment</b>	Cash payment setting: <ul style="list-style-type: none"> <li>• By settings – cash payment is available to a contractor according to the site settings</li> <li>• Forced adding – cash payment is always available to a contractor</li> <li>• Forced ban – cash payment is not available to a contractor</li> </ul>
<b>Cashless payment</b>	Cashless payment setting: <ul style="list-style-type: none"> <li>• By settings – cash payment is available to a contractor according to the site settings</li> <li>• Forced adding – cash payment is always available to a contractor</li> <li>• Forced ban – cash payment is not available to a contractor</li> </ul>
<b>Legal entity name *</b>	Legal entity name
<b>Registration event code</b>	Registration event code of the legal entity
<b>Tax reference number</b>	Tax reference number of the legal entity
<b>National Registration Number</b>	National Registration Number of the legal entity
<b>Bank ID</b>	Bank ID of the legal entity
<b>Payment account</b>	Payment account of the legal entity
<b>Address *</b>	Legal entity address
<b>Phone *</b>	Legal entity phone
<b>Fax *</b>	Legal entity fax
<b>E-mail *</b>	Contractor e-mail
<b>Activate</b>	Activity status: <input type="checkbox"/> – on / <input type="checkbox"/> – off
<b>Show balance</b>	Show balance of the opened deposit account (if it is available for the contractor – see Sec. 4.4) : <input type="checkbox"/> – on / <input type="checkbox"/> – off

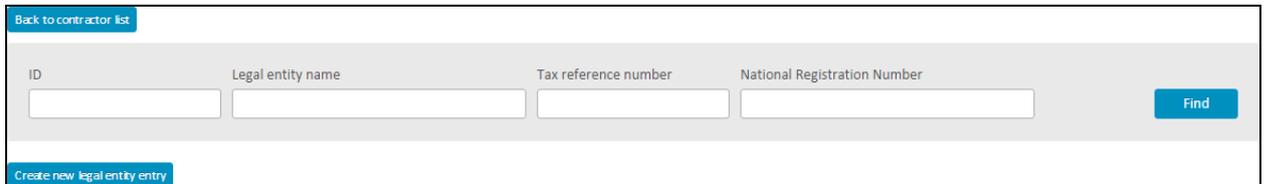
3. Click **Save** to save the changes or **Back to contractor list** to return to the contractor list without saving changes.



The Forced adding value of the **Cash payment** and **Cashless payment** fields may be set only with approval of Webhelp service ([webhelp@sirena-travel.ru](mailto:webhelp@sirena-travel.ru)).

**To create a contractor entry based on already specified legal entity data:**

1. Click **Add contractor**. Legal entity search fields will be presented (Figure 162).



Back to contractor list

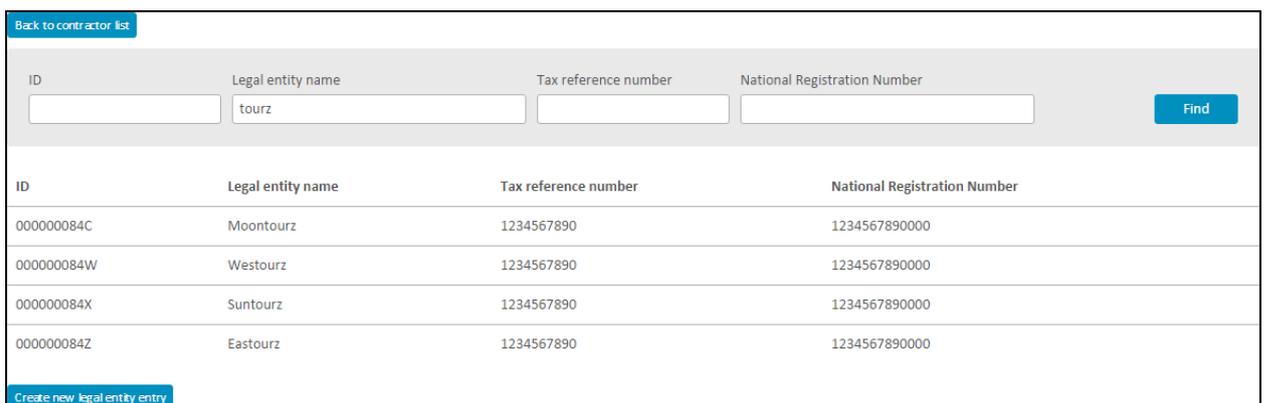
ID Legal entity name Tax reference number National Registration Number

Find

Create new legal entity entry

**Figure 162. Legal entity search.**

2. Specify legal entity search criteria.
3. Click **Find**. Legal entity list corresponding to the search criteria will be presented (Figure 163).



Back to contractor list

ID Legal entity name Tax reference number National Registration Number

Find

ID	Legal entity name	Tax reference number	National Registration Number
000000084C	Moontourz	1234567890	1234567890000
000000084W	Westourz	1234567890	1234567890000
000000084X	Suntourz	1234567890	1234567890000
000000084Z	Eastourz	1234567890	1234567890000

Create new legal entity entry

**Figure 163. Legal entity search results.**

4. Select an entry and click **Select**. Contractor data form will be presented (Figure 164)

[Back to contractor list](#)

Legal entity №00000008B1

Activate  Show balance

---

Contractor name *	<input type="text"/>	Legal entity name *	<input type="text" value="Suntourz"/>	Address *	<input type="text"/>
Contractor ID	<input type="text"/>	Registration event code	<input type="text" value="123456789"/>	Phone *	<input type="text" value="84951234567"/>
Contract ID	<input type="text"/>	Tax reference number	<input type="text" value="1234567890"/>	Fax *	<input type="text" value="84951234567"/>
Manager	<input type="text" value="Not selected"/>	National Registration Number	<input type="text" value="1234567890000"/>	E-mail *	<input type="text" value="contractor@suntourz.com"/>
Cash payment	<input type="text" value="By settings"/>	Bank ID	<input type="text"/>		
Cashless payment	<input type="text" value="By settings"/>	Payment account	<input type="text"/>		

---

Legal entity account

**Figure 164. Contractor data form when creating new entry based on one already specified**

5. Specify new contractor data (the fields with ‘\*’ are necessary to specify).
6. Click **Save** to save the entry or **Back to contractor list** to return to the contractor list without saving the entry.

**To create a contractor entry without using already specified legal entity data:**

1. Click **Create new legal entity entry** on legal entity search form (Figures 162, 163). The empty contractor data form will be presented (Figure 165).

[Back to contractor list](#)

### Legal entity

Activate  Show balance

---

Contractor name *	<input type="text"/>	Legal entity name *	<input type="text"/>	Address *	<input type="text"/>
Contractor ID	<input type="text"/>	Registration event code	<input type="text"/>	Phone *	<input type="text"/>
Contract ID	<input type="text"/>	Tax reference number	<input type="text"/>	Fax *	<input type="text"/>
Manager	<input type="text" value="Not selected"/>	National Registration Number	<input type="text"/>	E-mail *	<input type="text"/>
Cash payment	<input type="text" value="By settings"/>	Bank ID	<input type="text"/>		
Cashless payment	<input type="text" value="By settings"/>	Payment account	<input type="text"/>		

**Figure 165. The empty contractor data form.**

2. Specify new contractor data (the fields with ‘\*’ are necessary to specify).
3. Click **Save** to save the entry or **Back to contractor list** to return to the contractor list without saving the entry.

### 5.9.3. Contractor deposit account

Contractor deposit account (see Sec. 4.4) may be managed in the **Legal entity account** block of the **Legal entities** section. The account management is provided by the "Agency" system integration.

To create the contractor deposit account, click Create account (Figure 166).

[Back to contractor list](#)

### Legal entity №00000008B1

Activate  Show balance

Contractor name *	<input type="text" value="Antonov"/>	Legal entity name *	<input type="text" value="Suntourz"/>	Address *	<input type="text" value="Moscow, Petrovka str., 1"/>
Contractor ID	<input type="text" value="741"/>	Registration event code	<input type="text" value="123456789"/>	Phone *	<input type="text" value="84951234567"/>
Contract ID	<input type="text"/>	Tax reference number	<input type="text" value="1234567890"/>	Fax *	<input type="text" value="84951234567"/>
Manager	<input type="text" value="Not selected"/>	National Registration Number	<input type="text" value="1234567890000"/>	E-mail *	<input type="text" value="contractor@suntourz.com"/>
Cash payment	<input type="text" value="By settings"/>	Bank ID	<input type="text"/>		
Cashless payment	<input type="text" value="By settings"/>	Payment account	<input type="text"/>		

[Save](#)

### Legal entity account

[Create account](#)

**Figure 166. The “Create account” button.**

The deposit account will be provided to the legal entity and the account data with the tool panel will be presented in the **Legal entity account** block (Figure 167).

### Legal entity account №00000000000000001D1

No password protection  Active

Balance	<input type="text" value="0.00"/>	Available	<input type="text" value="0.00"/>	Credit	<input type="text" value="0.00"/>	Currency	<input type="text" value="RUB"/>
---------	-----------------------------------	-----------	-----------------------------------	--------	-----------------------------------	----------	----------------------------------

[Balance correction](#) [Change balance](#) [Change credit](#) [Set password](#) [Block](#) [Show history](#)

**Figure 167. The “Legal entity account” block.**

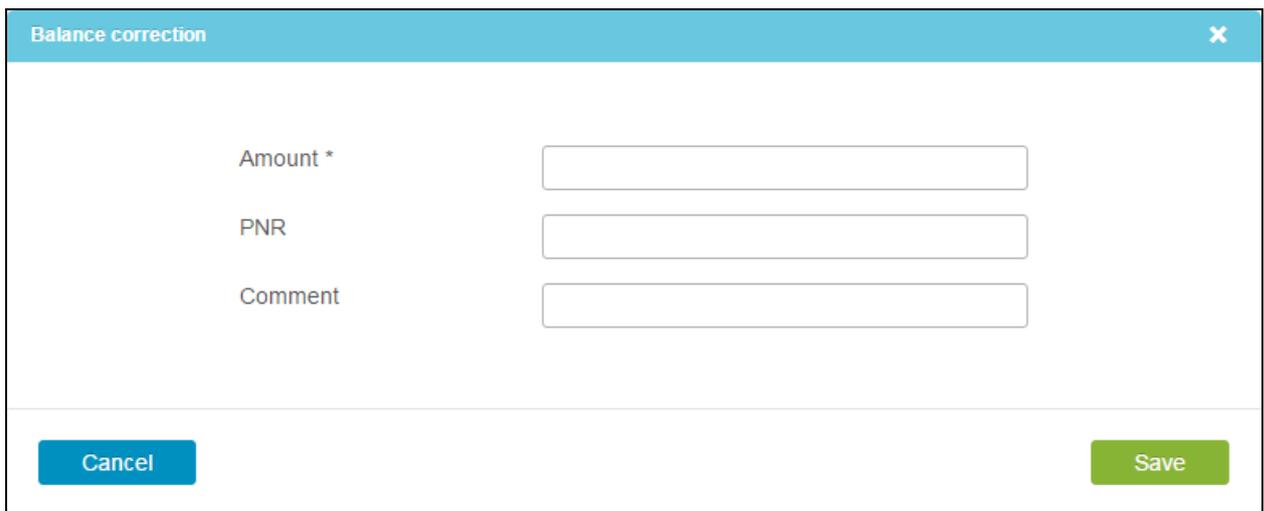
The **Legal entity account** block contains the following data:

- Password protection (✓ – on / ✗ – off).
- Activity status (✓ – active / ✗ – blocked).
- **Balance** amount (if the credit is used then it will be negative).

- **Available** amount for contractor order payment (it is equal to the sum of the **Balance** and **Credit** amounts).
- **Credit** amount.
- **Currency** of the account.

The tool panel contains the following account operation buttons that will open the corresponding modal windows (with the **Comment** as an optional field, the **Save** button to confirm an operation, and the **Cancel** button to cancel an operation):

- **Balance correction** (Figure 168) to account all changes performed out of the System.



Balance correction

Amount \*

PNR

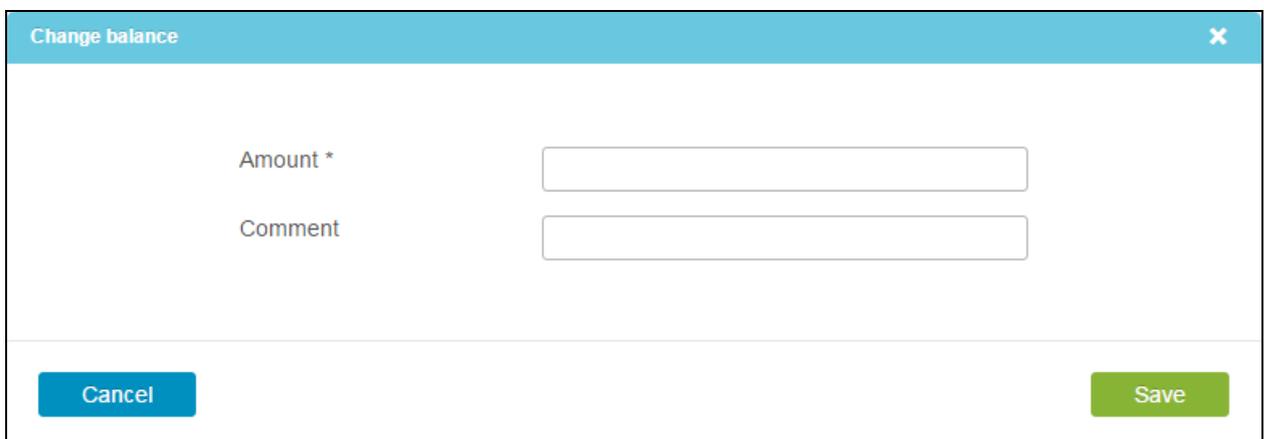
Comment

Cancel Save

**Figure 168. The balance correction.**

Specify the correction amount in the **Amount** field (it is the mandatory field that may have negative values). The **PNR** field may contain the PNR number corresponding to the operation.

- Change balance (Figure 169).



Change balance

Amount \*

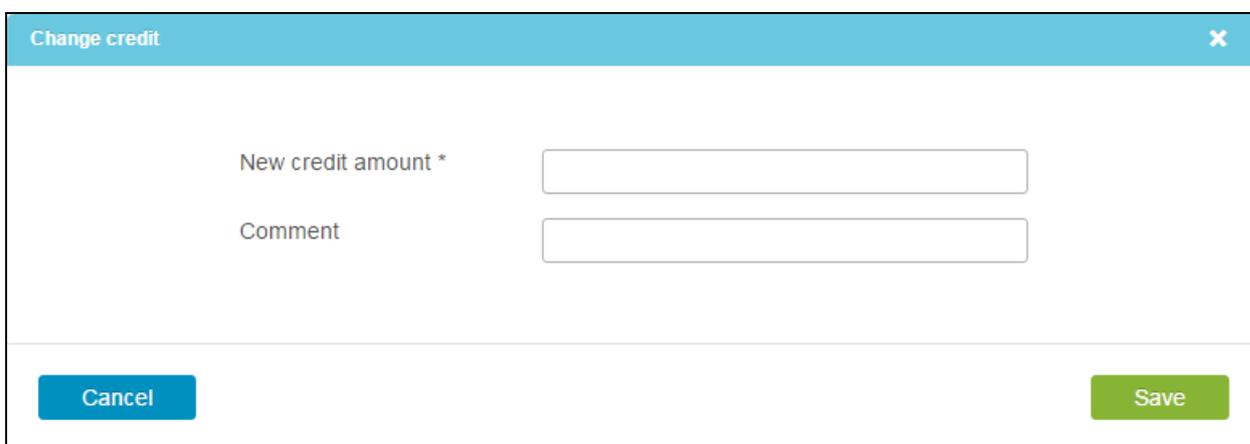
Comment

Cancel Save

**Figure 169. The balance changing.**

Specify the amount to change the balance in the **Amount** field (it is the mandatory field that may have negative values).

- **Change credit** (Figure 170).

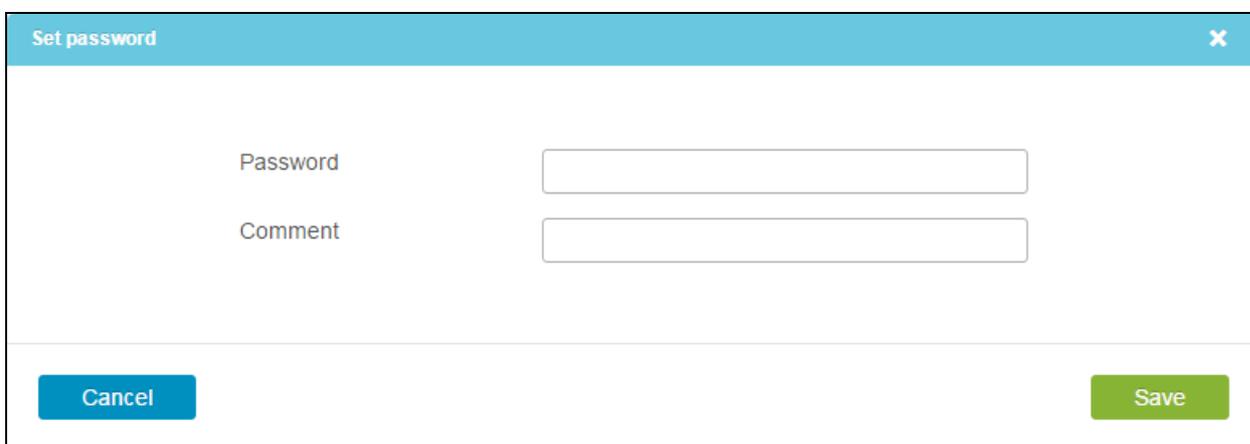


The screenshot shows a dialog box titled "Change credit". It has a light blue header bar with the title and a close button (X). The main area is white and contains two input fields. The first is labeled "New credit amount \*" and the second is labeled "Comment". At the bottom of the dialog, there are two buttons: a blue "Cancel" button on the left and a green "Save" button on the right.

**Figure 170. The credit changing.**

Specify the credit amount that will be available to a contractor in the **New credit amount** field (it is the mandatory field that may not have negative values).

- **Set password / Change password** (Figure 171) that will be required to confirm order payment (see Sec. 4.4).



The screenshot shows a dialog box titled "Set password". It has a light blue header bar with the title and a close button (X). The main area is white and contains two input fields. The first is labeled "Password" and the second is labeled "Comment". At the bottom of the dialog, there are two buttons: a blue "Cancel" button on the left and a green "Save" button on the right.

**Figure 171. Setting/changing the account password.**

Specify the password for the deposit account in the **Password** field. To remove the password protection, specify the null value in the field.

- **Block / Unblock** the account (Figure 172).

Block account
✕

Comment

Cancel
Save

---

Unblock account
✕

Comment

Cancel
Save

**Figure 172. Blocking/unblocking the account.**

- **Show history** of the account operations (Figure 173).

Account history
✕

From \*   to \*   Show

action	amount	balance	credit	total	PNR	remark	op_time	transaction_id	who	name
create	0.00	0.00	0.00	0.00			15:24:41 28.04.2016	5985		
correct	1000.00	1000.00	0.00	1000.00			11:25:25 29.04.2016	6006		
correct	-100.00	900.00	0.00	900.00			11:25:33 29.04.2016	6007		
correct	200.00	1100.00	0.00	1100.00			11:25:44 29.04.2016	6008		
change_balance	900.00	2000.00	0.00	2000.00			11:27:23 29.04.2016	6009		
change_balance	-500.00	1500.00	0.00	1500.00			11:28:16 29.04.2016	6010		
change_credit	500.00	1500.00	500.00	2000.00			11:30:08	6011		

**Figure 173. The account history.**

Specify the day range for the account history display in the **From** / **to** fields and click **Show**.

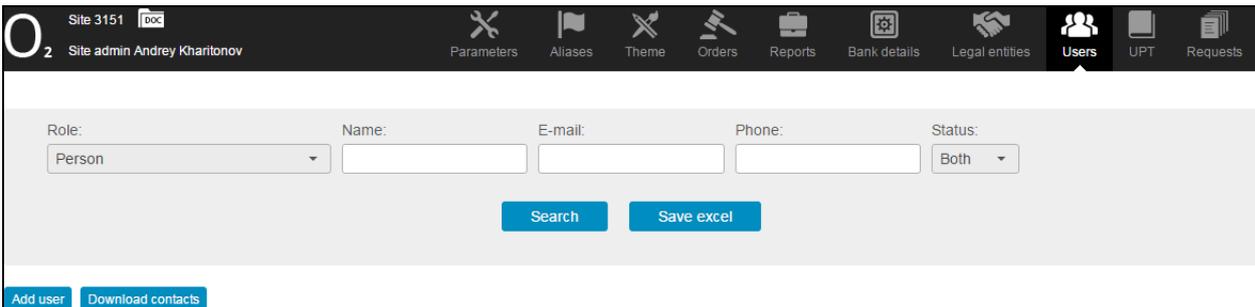
**Table 9. The account history details**

Parameter	Description
action	Operation short name
amount	Operation amount
balance	Account balance after the operation is performed
credit	Credit amount after the operation is performed
total	Total amount that is available for a contractor after the operation is performed
PNR	PNR number corresponding to the operation
remark	Comment
op_time	Operation date and time
transaction_id	Operation ID
who	E-mail of the user performed the operation
name	Name of the user performed the operation

## 5.10. Managing user accounts

### 5.10.1. User account features

Managing user accounts of the booking module is performed in the **Users** section (Figure 174).



**Figure 174. The "Users" section.**

In this section, the site admin may perform the following operations:

- Search, view, edit, and export user information.
- Create new user accounts.

- Change user account passwords.
- Delete user accounts.
- Download contacts of users signed for sms/e-mail mailing and/or performed a booking.

### 5.10.2. User roles

The following user roles are used in the Oxygen system:

- **Sysadmin:** has all managing and configuring rights (this role is available only for employees of "Sirena-Travel" GDS).
- **Site admin:** has the opportunity to configure the booking module for a particular site as well as to view site orders and their text images (also may be assigned as order manager for the contractor/contractors with order access limited to contractor orders and with notifications on them), to manage contractor deposit accounts (see Sec. 5.9.3).
- **Contractor:** represents a legal entity, has no access to administration tools, has the **Legal entity** section and additional options for order search (**Order number, Passenger last name, Customer last name, Pay form**) and the option to view order text image in the Personal account.
- **Ticket agent:** has access to the **Orders** and **Requests** administration tools and a personal account as a user with the **Person** role, but with the option to view order text image (also may be assigned as order manager for the contractor/contractors with order access limited to contractor orders and with notifications on them).
- **Person:** has no access to the Oxygen administration, only a personal account is available.

The **Sysadmin** user has access to all sites of the Oxygen system. He / she may create all user roles available in the Oxygen administration as well as edit user data created earlier and change a user role.

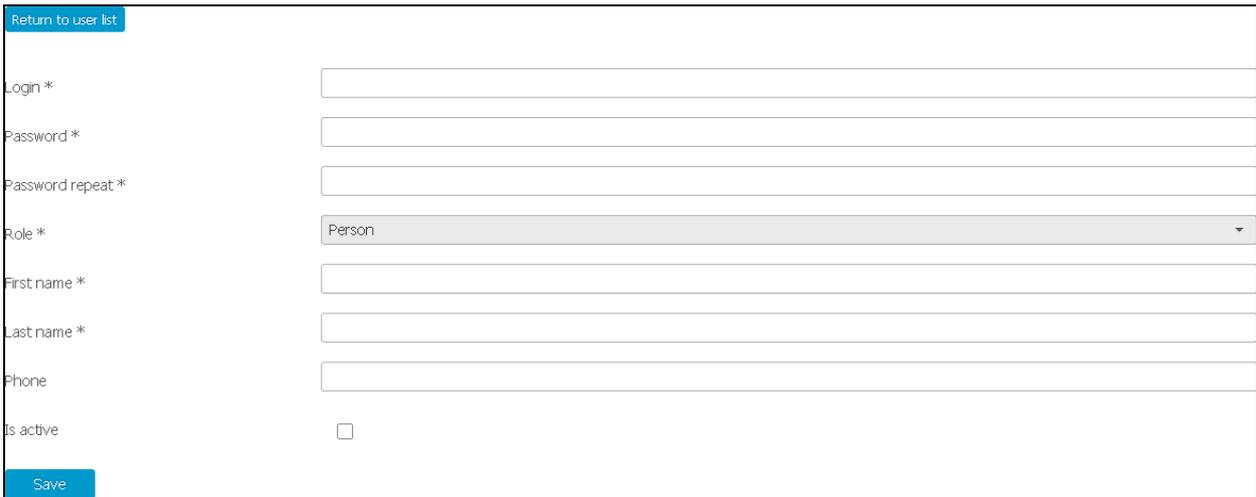
The following actions are available for the **Site admin** user (with restriction on a particular site):

- Create new users
- Edit user data
- Delete users
- Edit module parameter values
- Edit aliases
- Change module themes (among presented templates)
- Search and view order information
- Print and / or send itinerary receipts to customer e-mails
- View reports.

### 5.10.3. Creating a new user account

#### To create a new user account:

1. Click **Add user**. The form with user information fields will be presented on the page (Figure 175). The fields marked with an asterisk (\*) are mandatory to fill in.
2. Enter user information in the fields. The user parameter description is provided in Table 10.
3. Click **Save**. A new user account will be created.



Return to user list

Login \*

Password \*

Password repeat \*

Role \* Person

First name \*

Last name \*

Phone

Is active

Save

**Figure 175. Creation of a new user account.**

**Table 10. Account parameters**

Parameter	Description
<b>Login *</b>	User e-mail address
<b>Password *</b>	Password
<b>Password repeat *</b>	Password repeat
<b>Role *</b>	User role
<b>Legal entity *</b>	Legal entity (see Sec. 5.9) represented by a user with the <b>Contractor</b> role (the field is added only for this role)
<b>First Name *</b>	User first name
<b>Last Name *</b>	User last name
<b>Phone</b>	User phone number

Parameter	Description
<b>Is active</b>	<p>User activity status</p> <p>If the check box is selected then a user will be given the "Active" status and he / she will be able to use his / her account. If the check box is cleared, then a user will be disabled and he / she will not be able to use his / her account</p> <p>User with the <b>Contractor</b> role is disabled automatically if his/her legal entity entry is deactivated</p>



Parameters with ‘\*’ are necessary to specify.

#### 5.10.4. Searching, viewing, editing, and exporting user information

The panel with user search filters is displayed in the section by default.

To find and view user information, specify required search parameters (Table 11) and click **Search**. A user list corresponding to the specified search conditions will be presented on the page (Figure 176).

**Table 11. User search parameters**

Parameter	Description
<b>Role</b>	Search for users with a specified role
<b>Name</b>	Search for a user by first name and last name (full name specification is not required, the symbol register does not matter)
<b>E-mail</b>	Search for a user by e-mail
<b>Phone</b>	Search for a user by phone number
<b>Status</b>	<p>Search for a user by his/her status.</p> <p>The parameter values are the following:</p> <ul style="list-style-type: none"> <li>• Both – status filter is off (by default)</li> <li>• Active – to search users with the “active” status</li> <li>• Inactive – to search users with the “inactive” status.</li> </ul>

Role:	Name:	E-mail:	Phone:	Status:
Person	Goodman			Both
Search		Save excel		
User id	Name	Login	Phone	Active
696625	Saul Goodman	smetaninds10@yandex.ru		✘
Add user	Download contacts			

**Figure 176. Searching and viewing user information.**

The following user information is displayed on the list:

- User id
- First name and last name
- Login (e-mail address)
- Phone number
- Current activity status (✓ – on / ✘ – off).

To export user information (corresponding to specified search criteria) to MS Excel file, click **Save excel**.

To view user detailed information, click the corresponding row on the list. A user data page will be presented (Figure 177).

Return to user list	
User id *	696625
Login *	smetaninds10@yandex.ru
Password	
Password repeat	
Role *	Person
First name *	Saul
Last name *	Goodman
Phone	
Is active	<input type="checkbox"/>
Save	Delete user

**Figure 177. Viewing user information.**

The user parameter description is provided in Sec. 5.10.3, Table 10. The **User id** field is not available for editing.



A user with the **Contractor** role changed from the **Person** role may view in the Personal account (see Sec. 3.6) all orders made with the **Person** role and all orders made with the **Contractor** role as well.

To save the changes made into the user data, click **Save**.

To return to the user list, click **Return to user list**.

### 5.10.5. Changing a user account password

**To change a user account password:**

1. Find the user account for password changing.
2. Proceed to the mode of viewing and editing account information.
3. Enter a new password in the **Password\*** field.
4. Repeat the new password in the **Password repeat\*** field.
5. Click **Save**. The password will be changed.

### 5.10.6. Deleting a user account

**To delete a user account:**

1. Find the user account which should be deleted.
2. Proceed to the mode of viewing and editing account information.
3. Click **Delete user**. The user account will be deleted.

### 5.10.7. Downloading contacts

**To download contacts of users signed for sms/e-mail mailing and/or performed a booking:**

1. Click **Download contacts**. The download contacts page will be presented (Figure 178).



Return to user list

Period: 05.07.2015 06.07.2015  Sms  E-mail  Only paid

**Figure 178. Downloading user contacts.**

2. Specify starting and ending dates of the period for contact downloading in the **Period** field.
3. Select check boxes:
  - **Sms** – to include users signed for sms mailing in contact downloading.

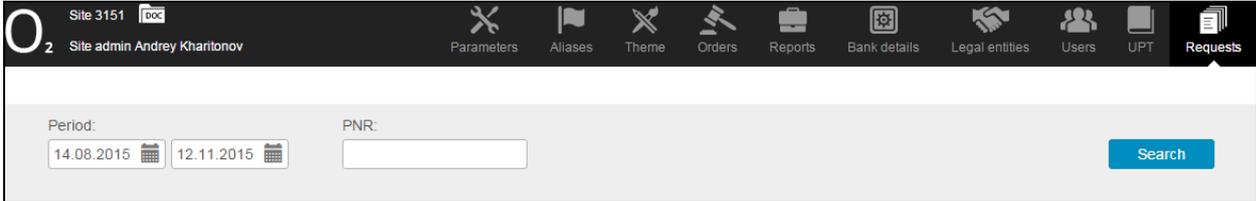
- **E-mail** – to include users signed for e-mail mailing in contact downloading.
  - **Only paid** – to include users performed a booking in contact downloading.
4. Click **Download** to download contacts with specified parameters in MS Excel file.

## 5.11. Processing refund request queue

Refund request queue is processed in the **Requests** section (Figure 179).



The **Requests** section is displayed in the Oxygen administration tools only if manual ticket refund mode is on (the `site.refundManual` parameter value is `true`). This section is used for refund request administration only: adding comments and setting statuses. Manual ticket refund is processed in GDS text terminal.



**Figure 179.** The “Requests” section.

### To find refund requests:

1. Specify the search period in the **Period** field.
2. To find a certain request, specify its number in the **PNR** field.
3. Click **Search**. Request list will be presented (Figure 180).

PNR	ID	Type	Date	Status
OCTB9Z	▶ 1291	refundOxy	29.06.2015 13:49	new
OCTB9N	▶ 1290	refundOxy	29.06.2015 13:47	new
OCTB8C	▶ 1285	refundOxy	29.06.2015 12:06	new
OCTB7F	▶ 1274	refundOxy	29.06.2015 12:05	new
OCTB70	▶ 1270	refundOxy	29.06.2015 12:05	done
OCTB66	▶ 1261	refundOxy	29.06.2015 12:04	done

**Figure 180. Refund request list.**

The list contains the following data:

- Order number (**PNR**).
- Request ID (**ID**).
- Request type (**Type**).
- Request creation date and time (**Date**).
- Request status (**Status**).

Request statuses are presented in Table 12.

**Table 12. Request statuses**

Status	Description
new	New request
progress	Request is in progress
done	Request is solved
cancelled	Request is cancelled

To view the request data, click on its row in request list (Figure 181).

PNR	ID	Type	Date	Status
OCTBPM	1318	refundOxy	29.06.2015 15:01	new
29.06.2015 15:01 Ticket refund. Name: Ivanov Ivan, Phone: 79161112233, E-mail: A.KHARTONOV@SIRENA-TRAVEL.RU. Passengers:IVANOV IVAN, 13.02.1980, 2986120025843, MAIL@MAIL.COM, 79161112233; Seats are cancelled.		Khartonov Andrey a.khartonov@sirena-travel.ru	new	<input type="button" value="Progress"/> <input type="button" value="Done"/> <input type="button" value="Cancel"/>
OCTBKF	1314	refundOxy	29.06.2015 13:47	new
OCT715	1296	refundOxy	29.06.2015 12:06	done

**Figure 181. Viewing request data.**

**To receive the request for processing:**

1. Open the selected request for viewing. The request should not have the **done** or the **cancelled** status.
2. Click **Progress** in the **Status** field. The **Set request status** modal window will open (Figure 182).

Set request status
✕

Set request **1260** status **progress**

Comment

**Figure 182. Assigning the 'progress' status.**

3. Specify a comment in the **Comment** field (it is not mandatory).
4. Click **Set status**. The request data will be updated (Figure 183).

Period: 31.03.2015 29.06.2015 PNR:

PNR	ID	Type	Date	Status
OCTBPM	1318	refundOxy	29.06.2015 15:01	progress
29.06.2015 15:01 Ticket refund. Name: Ivanov Ivan, Phone: 79161112233, E-mail: A.KHARTONOV@SIRENA-TRAVEL.RU. Passengers:IVANOV IVAN, 13.02.1980, 2986120025843, MAIL@MAIL.COM, 79161112233; Seats are cancelled.		Khartonov Andrey a.khartonov@sirena-travel.ru		new <input type="button" value="New"/> <input type="button" value="Done"/> <input type="button" value="Cancel"/>
29.06.2015 15:01 Processing.		Khartonov Andrey test@mail.com		progress

**Figure 183. The ‘progress’ status is assigned for the request.**

**To close the request with completed manual ticket refund (in GDS):**

1. Open the selected request for viewing. The request should not have the **done** or the **cancelled** status.
2. Click **Done** in the **Status** field. The **Set request status** modal window will open (Figure 184).

**Set request status** ✕

Set request **1243** status **done**

Summ \*

Currency \*

Comment

Send mail

**Figure 184. Assigning the ‘done’ status.**

3. Specify the refund amount in the **Summ** field, and the amount currency in the **Currency** field (the fields are mandatory).
4. Specify a comment in the **Comment** field (it is not mandatory).
5. To send ticket refund notification to the customer, select the **Send mail** check-box (it is set by default).
6. Click **Set status**. The request data will be updated, further request processing becomes unavailable (Figure 185).

PNR	ID	Type	Date	Status
OCTBPM	1318	refundOxy	29.06.2015 15:01	done
29.06.2015 15:01 Ticket refund. Name: Ivanov Ivan, Phone: 79161112233, E-mail: A.KHARTONOV@SIRENA-TRAVEL.RU. Passengers:IVANOV IVAN, 13.02.1980, 2986120025843, MAIL@MAIL.COM, 79161112233; Seats are cancelled.				
29.06.2015 15:01 Processing.				
29.06.2015 15:01 Refunded. Summ: 1300 RUB				

**Figure 185.** The ‘done’ status is assigned for the request.

### To reassign the request in the ‘progress’ status:

1. Open the selected request with the ‘**progress**’ status for viewing.
2. Click **New** in the **Status** field. The **Set request status** modal window will open (Figure 186).

Set request status
✕

Set request **1260** status **new**

Comment

Close
Set status

**Figure 186.** Returning the ‘new’ status.

3. Specify a comment in the **Comment** field (it is not mandatory).
4. Click **Set status**. The request data will be updated (Figure 187).

PNR	ID	Type	Date	Status
OCTBX1	1333	refundOxy	29.06.2015 15:01	new
29.06.2015 15:01		Kharitonov Andrey test@mail.com		new
Ticket refund.				Progress Done Cancel
Name: Ivanov Ivan,				
Phone: 79161112233,				
E-mail: A.KHARITONOV@SIRENA-TRAVEL.RU,				
Passengers:IVANOV IVAN, 13.02.1980, 2986120025851;				
Seats are cancelled.				
29.06.2015 15:01		Kharitonov Andrey test@mail.com		progress
Processing.				
29.06.2015 15:01		Kharitonov Andrey test@mail.com		new
Returned.				

**Рисунок 187. The 'new' status is returned for the request.**

### To cancel the request:

1. Open the selected request for viewing. The request should not have the **done** or the **cancelled** status.
2. Click **Cancel** in the **Status** field. The **Set request status** modal window will open (Figure 188).

**Set request status** ✕

Set request **1260** status **cancelled**

Comment

Send mail

Close
Set status

**Рисунок 188. Assigning the 'cancelled' status.**

3. Specify a comment in the **Comment** field (it is not mandatory).
4. To send request cancel notification to the customer, select the **Send mail** check-box (it is set by default).
5. Click **Set status**. The request data will be updated, further request processing becomes unavailable (Figure 189).

PNR	ID	Type	Date	Status
OCTBX1	1333	refundOxy	29.06.2015 15:01	cancelled
29.06.2015 15:01 Ticket refund. Name: Ivanov Ivan, Phone: 79161112233, E-mail: A.KHARITONOV@SIRENA-TRAVEL.RU, Passengers:IVANOV IVAN, 13.02.1980, 2986120025851; Seats are cancelled.				
29.06.2015 15:01 Processing.				
29.06.2015 15:01 Returned.				
29.06.2015 15:01 Cancelled.				

**Figure 189. The ‘cancelled’ status is assigned for the request.**

## 5.12. Proceeding to the booking module from an external page

### 5.12.1. Proceeding to search for flight options

Proceeding from any external page to the booking module Oxygen is performed by clicking the link leading to the application page /search with transferring POST- or GET- parameters in UTF-8.

It is strongly recommended to proceed with transferring parameters by POST method to avoid possible issues with recoding values.

#### 5.12.1.1. Parameters for proceeding to flight option search

**Table 13. Parameters for proceeding to flight option search**

Parameter	Description	Value type	Necessity
segmentsCount	Segment number	integer	yes
origin-city-code[i]*	Origin city code	string	yes
origin-port-code[i]*	Origin port code	string	no, any is by default
destination-city-code[i]*	Destination city code	string	yes
destination-port-code[i]*	Destination port code	string	no, any is by default
date[i]*	Departure date	dd.mm.yyyy	no**
class[i]*	Class of service (symbol)	string	no, Y is by default
carrier[i]*	Carrier code	string	no
flight[i]*	Flight number	string	no
subclass[i]*	Booking class (symbol)	string	no

count-aaa	Number of adult passengers	integer	no, 1 is by default
count-rmg	Number of infants without seats	integer	no, 0 is by default
count-rbg	Number of children	integer	no, 0 is by default
count-rvg	Number of infants with seats	integer	no, 0 is by default
direct-only**	Search for direct flights only	0 1	no
searchPeriod**	Search for period +/- 3 days	0 1	no
ticketType	Search/ticket type	string	no
cardNumber	Bonus card number	string	no***
cardPassword	Bonus card password/PIN	string	no***
promoCode	Promo code	string	no
search-engine	Name or code of the system performed proceeding to the booking module	string	no
redirect-id	ID of proceeding to the booking module for the record	string	no
variant-cost	Flight option cost	string	no

\* – When transferring parameters which describe flight parameters (segment), it is obligatory to add a segment index in square brackets to a parameter name. Segment numbering starts from zero.

\*\* – If these parameters are not transferred in a request, then default application settings will be used for searching and displaying results.

\*\*\* – The parameter is obligatory if ticketType=bonus.

The correspondence of city codes which are transferred in the origin-city-code[i] and destination-city-code[i] parameters to the application language or the lang parameter transferred value is not obligatory.

The ticketType parameter is used for irregular ticket search. Only the bonus value is supported for now. It is used to receive bonus ticket price for the specified bonus card. Thus, it is necessary to also specify the cardNumber and cardPassword parameters.

When transferring parameters, it is necessary to consider limitations specified in settings of the Oxygen system particular version. All limitations on a segment and passenger number, interface language will be applied to the proceeding parameters.

The search-engine and redirect-id parameters are used for saving the data of the source performed proceeding to Oxygen. The data is saved in PNR for statistics and settlement payments.

If the carrier[i], flight[i], and subclass[i] parameters are specified for every route segment then the system will search the certain flight option. If this flight option is found then the **Passengers** order page will be opened for a user.

The variant-cost parameter is used only for certain flight option search by specification of additional parameters (session and payment form), so a user will receive the same price as presented by search engine if it is possible.

### 5.12.1.2. Examples

If the application is located at the address <https://tst.sirena-travel.ru/oxygen> , then proceeding is performed by links:

For searching and displaying flight options for one adult passenger in economy class in the direction Moscow – Tjumen on 10.05.2014 in English:

[https://tst.sirena-travel.ru/oxygen/search?lang=en&searchPeriod=0&direct-only=0&count-aaa=1&segmentsCount=1&origin-city-code\[0\]=MOW&destination-city-code\[0\]=TJM&date\[0\]=10.05.2014&class\[0\]=Y](https://tst.sirena-travel.ru/oxygen/search?lang=en&searchPeriod=0&direct-only=0&count-aaa=1&segmentsCount=1&origin-city-code[0]=MOW&destination-city-code[0]=TJM&date[0]=10.05.2014&class[0]=Y)

For searching and displaying flight options for one adult passenger and one infant in business class in the direction Saint Petersburg – Krasnodar and backward on 10.05.2014/20.05.2014 in Russian:

[https://tst.sirena-travel.ru/oxygen/search?lang=ru&searchPeriod=0&direct-only=0&count-aaa=1&count-rmg=1&segmentsCount=2&origin-city-code\[0\]=LED&destination-city-code\[0\]=KRR&date\[0\]=10.05.2014&class\[0\]=C&origin-city-code\[1\]=KRR&destination-city-code\[1\]=LED&date\[1\]=20.05.2014&class\[1\]=C](https://tst.sirena-travel.ru/oxygen/search?lang=ru&searchPeriod=0&direct-only=0&count-aaa=1&count-rmg=1&segmentsCount=2&origin-city-code[0]=LED&destination-city-code[0]=KRR&date[0]=10.05.2014&class[0]=C&origin-city-code[1]=KRR&destination-city-code[1]=LED&date[1]=20.05.2014&class[1]=C)

### 5.12.2. Proceeding to order information page

Proceeding from any external page to the Oxygen booking module is performed by clicking the link leading to the application page /order with transferring POST- or GET- parameters in UTF-8.

It is strongly recommended to proceed with transferring parameters by POST method to avoid possible issues with recoding values.

### 5.12.2.1. Parameters for proceeding to order information page

**Table 14. Parameters for proceeding to order information page**

Parameter	Description	Value type	Necessity
pnr	PNR number	string	no
ticket	Ticket number	string	no
lastName	Any passenger last name	string	no

As the pnr parameter as the ticket parameter can be used for order search. If both of them are specified then the pnr parameter is used.

If one of the parameters is transferred then the corresponding field of the order search page will be filled in. The user will be able to enter a value of the second parameter manually and perform the search by clicking **Find order** (Figure 190).



**Figure 190. Order search page**

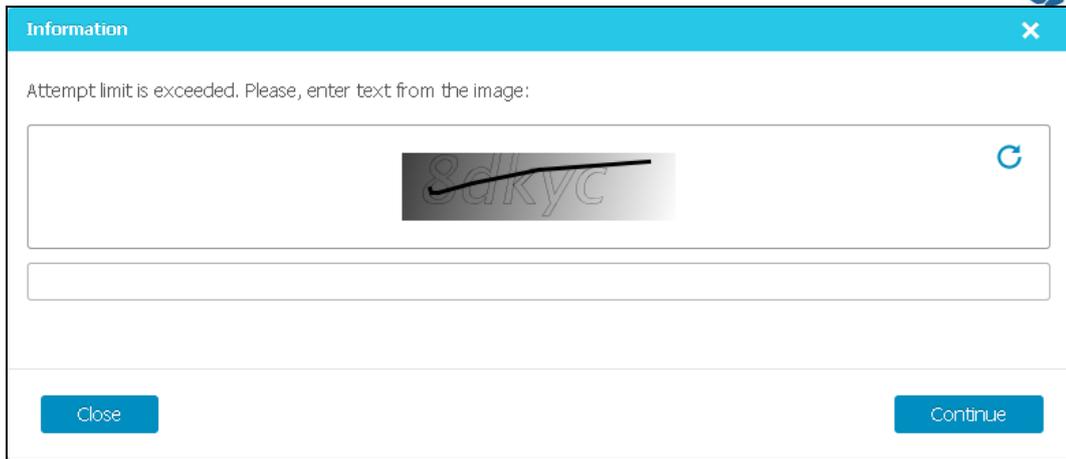
### 5.12.2.2. Examples

If the application is located at the address <https://tst.sirena-travel.ru/oxygen> then proceeding is performed by links:

For displaying information on PNR 123456 with the passenger named Ivanov in English:

<https://tst.sirena-travel.ru/oxygen/order?lang=en&pnr=123456&lastName=Ivanov>

In case of several order search attempts with specifying wrong data, the next search attempt will be performed with the check request of image text from the picture (Figure 191).

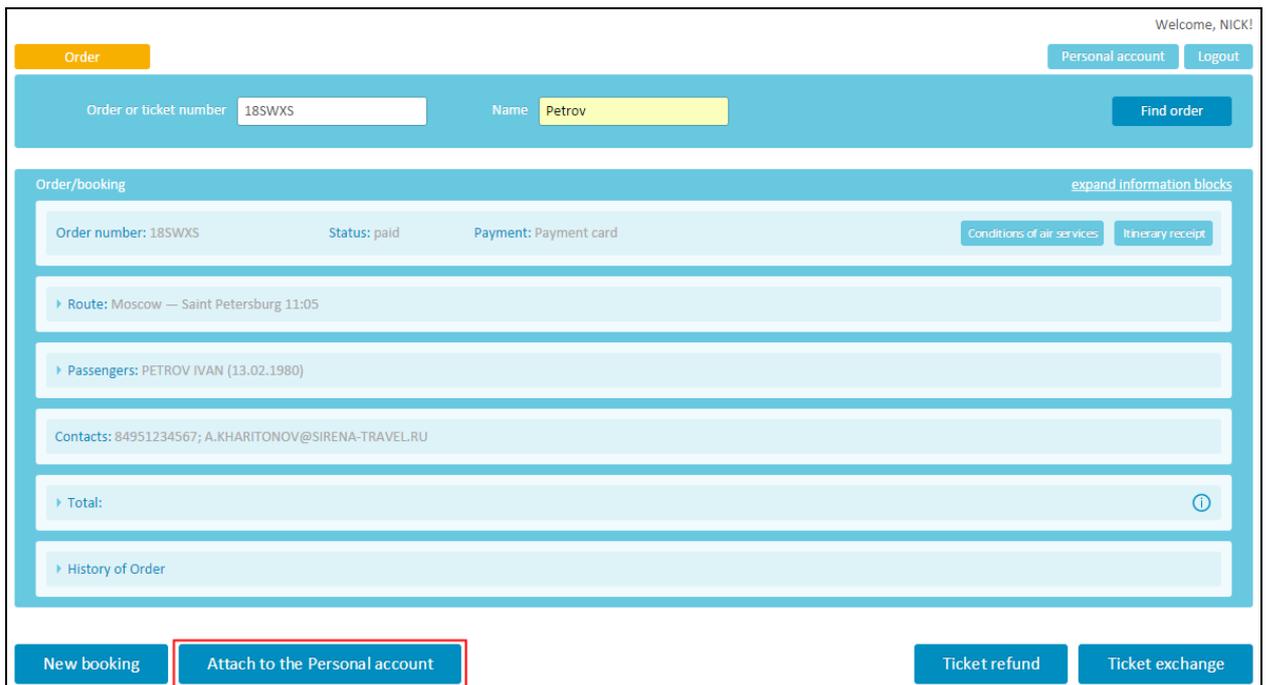


**Figure 191. Check request of image text from the picture**



The setting of maximum number of consistent order search attempts with specifying wrong data is performed using the `site.searchOrderMaxAttempts` parameter. Its default value is 3.

The order information page has the option to attach the order made without authorization to the Personal account of authorized user (Figure 192).



**Figure 192. Viewing order information for authorized user.**

To attach the order made without authorization to the Personal account of authorized user, click **Attach to the Personal account**. The attachment is indicated with message: “The order is successfully attached to the Personal account”. The order will be available for the search in the Personal account (see Sec. 3.6).

### 5.12.3. Viewing city reference

There is the option to receive origin/destination points reference in XML (<Oxygen site address>/xml/dependence-cities) or JSON (<Oxygen site address >/json/dependence-cities).

The reference request may involve the following unnecessary parameters:

**Table 15. City reference parameters**

Parameter	Description	Contents	Default value
isBooking	Receive cities available for booking (it is relevant for the sites with destination control)	true/false	true
cityCode	City code for the search criteria	City code	-
returnPoints	City reference type: <ul style="list-style-type: none"> <li>• origin</li> <li>• destination</li> <li>• all (origin and destination)</li> </ul>	origin, destination, all	all

JSON-reference consists of the following entries:

- id – entry ID
- codeLn\* – city code on the corresponding interface language
- nameLn – city name
- countryLn – country name
- airports – airport list for the cities with several airports:
  - codeLn – airport code
  - nameLn – airport name.

\* the response will contain the English (En) and the Russian (Ru) data as well as the data on other languages set on the site (in the site.langs parameter).

XML-reference consists of city codes and names only.

#### 5.12.4. Proceeding to schedule information page



To access the **Schedule** section, the value of the search.enableSchedule parameter should be the 'true' (default value is 'true').

Proceeding from any external page to the **Schedule** system section is performed by clicking the link leading to the application page /schedule with transferring POST- or GET- parameters in UTF-8.

It is strongly recommended to proceed with transferring parameters by POST method to avoid possible issues with recoding values.

**Table 16. Parameters for proceeding to the schedule information page**

Parameter	Description	Value type	Necessity
origin-city-code	Origin city code	string	yes
destination-city-code	Destination city code	string	yes
from-date	Schedule period start date	dd.mm.yyyy	no
to-date	Schedule period end date	dd.mm.yyyy	no

Example:

<https://tst.sirena-travel.ru/oxygen-ac-testgru/schedule?origin-city-code=MOW&destination-city-code=TJM&from-date=13.03.2016&to-date=30.03.2016>

The **Schedule** section (Figure 193) contains the following data:

- departure/arrival time and port (with the connection time in connection ports)
- flight number
- flight execution period
- week days of the flight execution
- connections (with details on the the ScreenTip)
- flight duration.

Schedule						
From	To	Start date	End date			
Moscow (MOW)	Tjumen (TJM)	13.03.2016	30.03.2016	<a href="#">View</a>		
Departure	Arrival	Flight	Execution period	Week days	Connections	Duration
09:20 Moscow (VKO)	15:00 Tjumen (TJM)	UT-329	18.05.2015 - 18.05.2016	Daily		3 hour 40 min
09:30 Moscow (VKO)	15:00 Tjumen (TJM)	UT-114	08.04.2014 - 31.12.2049	Daily		3 hour 30 min
09:30 Moscow (VKO)	15:00 Tjumen (TJM)	UT-115	25.12.2014 - 31.12.2049	Daily		3 hour 30 min
09:30 Moscow (VKO)	15:00 Tjumen (TJM)	UT-126	13.10.2015 - 31.12.2016	Daily		3 hour 30 min
10:00 Moscow (DME)	16:00 Tjumen (TJM)	UT-149	21.05.2014 - 31.12.2049	Daily		4 hour 0 min
10:00 Moscow (VKO)	13:00 Tjumen (TJM)	UT-222	04.09.2014 - 31.12.2049	Daily		1 hour 0 min
10:00 Moscow (VKO)	13:00 Tjumen (TJM)	UT-777	12.09.2014 - 31.12.2049	Daily		1 hour 0 min
10:00 Moscow (VKO)	14:15 Tjumen (TJM)	UT-461	03.11.2015 - 31.03.2049	Daily		1 hour 15 min
10:00 Moscow (VKO)	13:00 Tjumen (TJM)	UT-455	14.02.2016 - 31.07.2016	Daily		1 hour 0 min
11:05 Moscow (VKO)	12:25 Saint Petersburg (LED)	UT-666	13.01.2016 - 31.12.2049	Daily		1 hour 20 min
The connection time in Saint Petersburg: 1 hour 50 min						
14:15 Saint Petersburg (LED)	18:00 Tjumen (TJM)	UT-696	13.01.2016 - 31.12.2016	Daily	 1 connection	1 hour 45 min

Flight: UT-666  
 Moscow - Saint Petersburg  
 Arrival time in Saint Petersburg: 12:25

The connection time in Saint Petersburg: 1 hour 50 min

Flight: UT-696  
 Saint Petersburg - Tjumen  
 Departure time in Saint Petersburg: 14:15

Figure 193. The schedule information page.

## 6. Appendixes

### 6.1. Appendix A. Booking module settings

#### 6.1.1. Appendix A.1. General parameters

The booking module general parameters are set by editing values of the **Site** parameter group.

**Table 17. The "Site" parameter group**

Parameter	Description	Format	Default value
site.bookingClasses	List of classes of service for the site	List of cabin codes(Y,C,F) separated by a comma*	Y, C
site.bookingHoursLimit	Default time-limit	Integer	72
site.defaultLanguage	Website default language	Language code	ru
site.emailRegexp	Rules of entering an e-mail address  Default value: <code>^[a-zA-Z0-9, !#\$%&amp;^*\+/\=?^_\{\ \}~-]+(\.[a-zA-Z0-9, !#\$%&amp;^*\+/\=?^_\{\ \}~-]+)*@[a-zA-Z0-9-^_]+\(\.[a-zA-Z0-9-]+\)*\.[a-zA-Z]{2,}\$</code>	Regular expression	See a description
site.foreignSite	Foreign site  If a site is adjusted as the foreign one, then the system will always request data on passengers in Latin characters (both for domestic and international flights)	Logical	false

Parameter	Description	Format	Default value
site.langs	Possible site languages	List of language codes separated by a comma	ru
site.timeZone	Time zone	Zone name	Europe/Moscow
site.moreLogging	Additional logging mode	Logical	false
site.isCompany	Airline operating mode	Logical	false
site.passwordRegexp	Password check rules for a user personal account	String	^\S{6,}\$
site.allowRefund	Allow refunds on the site	Logical	false
site.refundManual	Switch refunds to the manual mode (only if refunds are enabled)	Logical	false
site.refundManualEmail	E-mail address for manual refund requests	String	-
site.allowExchange	Allow to exchange tickets on the site	Logical	false
site.allowedExchangeAircompanies	Carrier list accepted for ticket exchange	String	-
site.divideEmail	Form an e-mail when dividing PNR	Logical	false
site.fallback2ManualRefund	Switch to the manual refund mode when it is not possible to perform the automatic refund	Logical	false
site.allowExchangeRefundUnauthorized	Allow to perform secondary operations by an anonymous user	Logical	false

Parameter	Description	Format	Default value
site.browserBaseURL	The application "external" address without a trailing slash. For example, http://tst.sirena-travel.ru/oxygen	String	-
site.xxOnManualRefund	Seat cancellation when performing ticket refund request	Logical	false
site.vipCompanies	Airline list. If flights of these airlines are presented in flight option search results on specified dates then other options will be excluded from the search results	String, list of airline codes separated by a comma	-
site.checkSessionInactive	Warn when it is two minutes before session closing and automatically load application first page when the session is closed	Logical	false
site.loginMaxAttempts	Maximum number of consistent unsuccessful login attempts when check request of image text from the picture is not presented	Integer	3
site.searchOrderMaxAttempts	Maximum number of consistent order search attempts with specifying wrong data when check request of image text from the picture is not presented	Integer	3
site.autoUpdatePrivateOffice	Automatically update the Personal account data of a registered user by passenger data specified during booking	Logical	false
site.notificationsEmails	E-mail address list for notification mailing (e.g. in case of change in aliases/parameters)	String	-

Parameter	Description	Format	Default value
site.paymentCashDisabled	Forbid ticket issue for booked orders with cash payment form	Logical	false

\* – Codes are used in parameter setting values of the booking module and present codes of the corresponding objects in "Sirena-Travel" GDS.

### 6.1.2. Appendix A.2. Flight option search parameters

Setting of the first step of buying tickets (see Sec. 2.1) is performed by editing the following parameters:

- **Search:** flight option search parameters
- **Pricing:** flight pricing parameters.

**Table 18. The "Search" parameters**

Parameter	Description	Format	Default value
search.defaultDayBooking	Number of days added to the current date to calculate the default departure date for the first segment	Integer	7
search.defaultDayBookingShift	Number of days between departure dates specified for adjacent segments by default	Integer	7
search.defaultDestinationCity	Destination city name by default	City code	- *
search.defaultDirect	The "Direct flights only" check box is selected by default	Logical	false
search.defaultOneWay	The "one-way" check box is selected by default	Logical	false

Parameter	Description	Format	Default value
search.defaultOriginCity	Origin city name by default	City code	-
search.enableAdvancedRoute	Allow to set the advanced search	Logical	true
search.maxDayBooking	Maximum booking depth	Integer	365
search.maxPassCount	Maximum passenger number	Integer	9
search.maxSegmentsCount	Maximum segment number for the advanced search	Integer	4
search.minDayBooking	Minimum booking depth	Integer	0
search.pricingLifetime	Estimation relevance time of flight price (in msec)	Integer	300000
search.showCalendar	Display the "+/- 3 days" check box	Logical	false
search.showTaxDesc	Fee detail display in the ScreenTip in window with flight condition and price details	Logical	false
search.allowPromo	Allow to enter a promo code	Logical	false
search.promoCodeRegexp	Regular expression for verifying correctness	String	[a-zA-Za-яA-Я0-9]{1,10}
search.companyMode	Display results of searching for flight options in the "airline" (true) or "agent" (false) modes	Logical	false
search.fullDetailedPrice	Display selected flight option details in the "airline" (true) or "agent" (false) modes	Logical	false

Parameter	Description	Format	Default value
search.duallyClassified.color.economy	Color of the price block display for the economy class fares when working in the "dual-class pricing" mode	String, color description in html	-
search.duallyClassified.color.business	Color of the price block display for the business class fares when working in the "dual-class pricing" mode	String, color description in html	-
search.defaultCurrencyCode	Default currency code	String, currency code	RUB
search.showCityPicker	Display city selection window (only for "airline" mode)	Logical	false
search.joinUptDetailedPrice	Display fare rules text in flight condition details window	Logical	false
search.showCartesianPeriod	Display $\pm 3$ days range in outbound flight and return flight lists. It is used only if pricing.useFareGroup = cartesian_classified	Logical	false
search.availableCurrencies	List of accounting currencies available for selection	String, currency codes separated by commas	-
search.calendarPricingRequest	Perform the calendar_pricing* requests for the pricing on date range. These requests are executed slower but fully estimate passenger categories and discounts for children. It is available only for the airline mode (site.isCompany=true)	Logical	false

Parameter	Description	Format	Default value
search.enableSchedule	Grant access to the /schedule section	Logical	true

\* – the default value is not specified.

**Table 19. The "Pricing" parameters**

Parameter	Description	Format	Default value
pricing.isSeancePricePriority	Price priority when comparing estimation options of different sessions	Logical	true
pricing.jointType	Display connections in search results  Possible parameter values: <ul style="list-style-type: none"> <li>• all - all connections</li> <li>• none - no connections</li> <li>• awk - all connections of the specified airline</li> <li>• m2 - connections issued under the agreement M2</li> <li>• interline - connections under direct agreements</li> </ul>	See a description	all
pricing.max_results	Flight option maximum number in response to search query	Integer	25

Parameter	Description	Format	Default value
pricing.pricesNumbers	Flight pricing option number satisfying the same search criteria specified in the pricing.search_algorithm parameter	Integer	1
pricing.search_algorithm	<p>Pricing option search order</p> <p>Possible parameter values:</p> <ul style="list-style-type: none"><li>• differentFirst – at first options which differ in carriers are estimated, then options which differ in flights and finally, options which differ in booking subclasses</li><li>• differentFlightsCombFirst – at first options which differ in flight combinations are estimated, then options which differ in booking subclasses</li><li>• differentFlightsFirst – at first the options which differ in flight combinations as far as possible, then options which differ in booking subclasses</li></ul>	See a description	differentFlightsCombFirst
pricing.show16categoryOnly	Display only category 16 in fare rules	Logical	false

Parameter	Description	Format	Default value
pricing.timeout	Request timeout (seconds)  The parameter specifies time allotted to the server for processing a request. After this time, the processing will be stopped and a response from the data received by this moment will be generated	Integer	120
pricing.uptLang	Forced setting of the fare rules text display language. If the parameter is not specified then the display language is the same as the website display language	Language code	-
pricing.enableDefaultComission	Display flight options issued through BSP with failed commission calculation	Logical	false
pricing.defaultComissionSum	BSP commission amount by default	Decimal	0.00
pricing.useFareGroup	Fare group use (false – is off, true – is on), dual-class pricing (dually_classified) and separate display for outbound flight and return flight lists (cartesian_classified)	String	false
pricing.whiteList	Airline list for the search	string, airline codes divided by commas	-
pricing.blackList	Airline list excluded from the search (ignored if the pricing.whiteList parameter is not null)	string, airline codes divided by commas	-

### 6.1.3. Appendix A.3. Passenger and customer data parameters

Setting of the second step of buying tickets (see Sec. 2.2) is performed by editing the following parameters:

- **Passenger, Passengers** – passenger data
- **Customer** – customer data.

**Table 20. The "Passenger", "Passengers" parameters**

Parameter	Description	Format	Default value
passenger.aaa_code	Category code for an adult passenger	Passenger category code	AAA
passenger.aaa_default_age	Adult passenger age by default (for estimation)	Integer	30
passenger.minAdultAge	Minimum adult age	Integer	0
passenger.rbg_age	Maximum child age (for estimation and control)	Integer	11
passenger.rbg_code	Child category code	Passenger category code	RBG
passenger.rmg_age	Maximum infant age (for estimation and control)	Integer	1
passenger.rmg_code	Category code for an infant without a seat	Passenger category code	RMG
passenger.rvg_code	Category code for an infant with a seat	Passenger category code	RVG
passengers.allowEmail	Provide a possibility for a user to specify passenger e-mail address	Logical	false

Parameter	Description	Format	Default value
passengers.allowMobilePhone	Provide a possibility for a user to specify passenger mobile phone number	Logical	false
passengers.documents	Acceptable passenger documents  Possible parameter values: <ul style="list-style-type: none"> <li>• PS – passport</li> <li>• SR – birth certificate</li> <li>• PSP – international passport</li> </ul>	List of document codes separated by a comma	PS,SR,PSP
passengers.documentsDefault	Document by default	Document code	PS
passengers.documentsDefaultInternational	Document by default for international flight	Document code	PSP
passengers.phoneRegexp	Regular expression for checking passenger phone number format	Regular expression	-
passengers.requireEmail	Require to specify passenger e-mail address	Logical	false
passengers.requireMobilePhone	Require to specify passenger mobile phone	Logical	false
passengers.defaultForeignDocumentCode	Document by default for foreign citizens	Document code	NP
passengers.defaultNationalityCode	Passenger nationality by default	State code	RU
passengers.allowBonusCard	Allow to specify passenger bonus card number	Logical	false

Parameter	Description	Format	Default value
passengers.bonusCardRegex	Regular expression for checking passenger bonus card number	String	^[0-9]{6,16}\$
passengers.emptyPatronymicAlert	Check when entering a patronymic name by Russian Federation citizens in Cyrillic characters	Logical	false
passenger.allow_mla	Possibility to select the "Youth" category passengers	Logical	false
passenger.separate_mla	Allow simultaneous specifying passengers of the "Youth" category and children categories. If the setting is 'true', then the "Youth" category is booked separately	Logical	false
passenger.mla_code	Youth category code	String, category code	-
passenger.mla_age	Maximum age of the "Youth" category passenger. To control, it is used as it is, to estimate, it is decreased by 1	Integer	25
passenger.allow_cpa	Possibility to select the "Retiree" category passengers	Logical	false
passenger.separate_cpa	Allow simultaneous specifying passengers of the "Retiree" category and children categories. If the setting is 'true', then the "Retiree" category is booked separately	Logical	false
passenger.cpa_code	Retiree category code	String, category code	-

Parameter	Description	Format	Default value
passenger.cpa_age	Minimum age of the "Retiree" category male passenger. To control, it is used as it is, to estimate, it is increased by 1	Integer	60
passenger.cpa_age_female	Minimum age of the "Retiree" category female passenger. To control, it is used as it is, to estimate, it is increased by 1	Integer	60
passenger.countryAges	Passenger age validation rules depending on a country which performs transportation if they differ from the standard rules. Rule list is specified (values are separated by a semicolon) like: city_code: list_of_ages_by_categories, where the list of ages by categories presents the list (values are separated by a comma) like: category_code_passenger-maximum_age. For example, KZ:RBG-14,RMG-5; RU: RBG-14	String in a special format (see the description)	-
passengers.RU_SR_Regexp	Regular expression to check the number format of passenger birth certificates who are Russian Federation citizens	String	^[IVX]+[A-Яa-я]{2}\d{6}\$

**Table 21. The "Customer" parameters**

Parameter	Description	Format	Default value
customer.firstNameRegexp	Rules of entering a customer first name	Regular expression	^[a-zA-Z]{3,30}\$

Parameter	Description	Format	Default value
customer.joinToFirstPassenger	Take customer data from the first passenger data. Hide the Customer block at the same time	Logical	false
customer.lastNameRegexp	Rules of entering a customer last name	Regular expression	^[a-zA-Z]{2,30}\$
customer.phoneRegexp	Rules of entering a phone number	Regular expression	-
customer.defaultIsMessageSend	Select check boxes with sms/e-mail mailing by default	Logical	false

#### 6.1.4. Appendix A.4. Additional service parameters

Setting of the third step of buying tickets (see Sec. 2.3) is performed by editing the **ExtraServices** parameter group.

**Table 22. The "ExtraServices" parameters**

Parameter	Description	Format	Default value
extraServices.aeMaxChildAge	Maximum passenger age for an Aeroexpress child ticket	Integer	7
extraServices.aeMinChildAge	Minimum passenger age for an Aeroexpress child ticket	Integer	5
extraServices.aeRangeDays	Booking depth (in days) of Aeroexpress tickets	Integer	90
extraServices.enable	Enable the additional service step	Logical	false
extraServices.enableAeroexpress	Enable the Aeroexpress ticket selection	Logical	true
extraServices.enableInsurance	Enable the insurance selection	Logical	true
extraServices.enableMeal	Enable the meal service selection	Logical	true

Parameter	Description	Format	Default value
extraServices.showOnlyDefaultMealSelect	Show the meal service selection if there is no selection	Logical	true
extraServices.aeCombineSameSchedule	Display identical Aeroexpress segments together	Logical	false
extraServices.defaultSelectedAeroexpress	Select Aeroexpress service by default	Logical	false
extraServices.defaultSelectedInsurance	Select insurance service by default	Logical	false
extraServices.aeroexpressLimitation	Limit Aeroexpress ticket number by passenger number	Logical	false

### 6.1.5. Appendix A.5. Order payment parameters

Setting of the fourth step of buying tickets (see Sec. 2.4) is performed by editing **Payment** parameter group.

**Table 23. The "Payment" parameters**

Parameter	Description	Format	Default value
payment.online.sendEmail	Send booking confirmation letter if the online payment is selected	Logical	false
payment.timeoutDelta	Difference between actual payment time-limit (received from "Sirena-Travel" GDS) and displayed time-limit (in seconds)	Integer	0
payment.forcedPaymentCurrency	Fixed currency for payment request	Currency code	-
payment.checkIfAmountChanged	Match check of booking price and payment amount	Logical	false

Parameter	Description	Format	Default value
payment.separateCards	Display payment card types when selecting a payment form	Logical	true
payment.maxAttemptsPaymentStatus	Maximum attempt number for receiving a payment status on the result page	Integer	50
payment.timeoutPaymentStatus	Timeout duration between attempts for receiving a payment status on the result page (in seconds)	Integer	5
payment.showIcons	Display payment system logos when selecting a payment form	Logical	false
payment.requireJuridicalParams	Request payer details for non-cash payment	Logical	false
payment.sendInvoice	To send the invoice letter for orders with non-cash payment	Logical	true
payment.allowPaymentFormChangeAfterBooking	Allow payment form changing for unpaid orders	Logical	true
payment.allowedExchangePaymentFormsAndTypes	Payment forms available for ticket exchange. It is possible to specify type list for each payment form available for ticket exchange (else all types of the payment form will be available)	String	[{"fic":"plastic_card"}, {"fic":"electronic_money", "types":["YM"]}]]
payment.allowedRefundPaymentFormsAndTypes	Payment forms available for automatic ticket refund. It is possible to specify type list for each payment form available for ticket refund (else all types of the payment form will be available)	String	[{"fic":"plastic_card"}, {"fic":"electronic_money", "types":["YM"]}]]

### 6.1.6. Appendix A.6. E-mail message parameters

E-mail message setting is performed by editing the **Mail** parameter group.

**Table 24. The "Mail" parameters**

Parameter	Description	Format	Default value
mail.from	Sender (FROM)	String	noreply@sirena-travel.ru
mail.fromReplacer	If it is filled in, then the mail.from value is used in REPLY_TO and the FROM value is replaced with the mail.fromReplacer value	String	-
mail.cc	Address list (separated by ;) to add to a copy	String	-
mail.bcc	Address list (separated by ;) to add to a bcc copy	String	-
mail.keep.period	Period of keeping serialized letters	Integer	5
mail.resend.period	Time between sending attempts (in seconds)	Integer	30
mail.smtpHost	Access address of mail server	String	mail.sirena-travel.ru
mail.smtpPassword	Mail server user password	String	
mail.smtpPort	Mail server access port	Integer	25
mail.smtpUser	Mail server user name	String	

### 6.1.7. Appendix A.7. Legal entity parameters

**Table 25. The «Legal entities» parameters**

Parameter	Description	Format	Default value
legalEntities.forcedCashAllowed	Allow forced use of the cash payment option. The parameter prohibits the forced setting of disabled payment option	Logical	true
legalEntities.forcedJuridicalAllowed	Allow forced use of the non-cash payment option. The parameter prohibits the forced setting of disabled payment option	Logical	true

### 6.1.8. Appendix A.8. Loyalty program option parameters

**Table 26. FFP parameters**

Parameter	Description	Format	Default value
ffp.enable	Loyalty program option on/off	Logical	false
ffp.issuer	Loyalty program airline-owner code	String	
ffp.defaultCardNum*	The FFP card number by default used for miles award on standard ticket purchase	String	
ffp.allowExchange	Bonus ticket exchange on/off	Logical	false
ffp.allowRefund	Bonus ticket refund on/off	Logical	false
ffp.showBonusOnly	Disable bonus ticket purchase (is used with ffp.enable=true)	Logical	false

\* To make the **Bonus card #** field available in the passenger data form (see Sec. 2.2), set passengers.allowBonusCard = true.

### 6.1.9. Appendix A.9. Aliases for e-mail message templates

**Table 27. Aliases for e-mail message templates**

Parameter	Description	Format	Default value
template.email.subject.booking	E-mail subject template: booking is successful	String (alias)	oxygen.email.template.subject.booking
template.email.body.booking	E-mail body template: booking is successful	String (alias)	oxygen.email.template.body.booking
template.email.subject.refund.request	E-mail subject template: ticket refund request	String (alias)	oxygen.email.template.subject.refund.request
template.email.body.refund.request	E-mail body template: ticket refund request	String (alias)	oxygen.email.template.body.refund.request
template.email.subject.refund.manual	E-mail subject template: manual ticket refund	String (alias)	oxygen.email.template.subject.refund.manual
template.email.body.refund.manual	E-mail body template: manual ticket refund	String (alias)	oxygen.email.template.body.refund.manual
template.email.subject.divide	E-mail subject template: order divided	String (alias)	oxygen.email.template.subject.divide
template.email.body.divide	E-mail body template: order divided	String (alias)	oxygen.email.template.body.divide
template.email.subject.booking.cancel	E-mail subject template: order cancelled	String (alias)	oxygen.email.template.subject.booking.cancel

Parameter	Description	Format	Default value
template.email.body.booking.cancel	E-mail body template: order cancelled	String (alias)	oxygen.email.template.body.booking.cancel
template.email.subject.paymentInvoice	E-mail subject template: payment invoice	String (alias)	oxygen.email.template.subject.paymentInvoice
template.email.body.paymentInvoice	E-mail body template: payment invoice	String (alias)	oxygen.email.template.body.paymentInvoice
template.email.subject.refund	E-mail subject template: ticket refund	String (alias)	oxygen.email.template.subject.refund
template.email.body.refund	E-mail body template: ticket refund	String (alias)	oxygen.email.template.body.refund
template.email.subject.payment	E-mail subject template: order paid	String (alias)	oxygen.email.template.subject.payment
template.email.body.payment	E-mail body template: order paid	String (alias)	oxygen.email.template.body.payment
template.email.subject.paidInvoice	E-mail subject template: order paid by invoice	String (alias)	oxygen.email.template.subject.paidInvoice
template.email.body.paidInvoice	E-mail body template: order paid by invoice	String (alias)	oxygen.email.template.body.paidInvoice
template.email.subject.activation	E-mail subject template: account activated	String (alias)	oxygen.email.template.subject.activation
template.email.body.activation	E-mail body template: account activated	String (alias)	oxygen.email.template.body.activation

Parameter	Description	Format	Default value
template.email.subject.receipt	E-mail subject template: itinerary receipt	String (alias)	oxygen.email.template.subject.receipt
template.email.body.receipt	E-mail body template: itinerary receipt	String (alias)	oxygen.email.template.body.receipt
template.email.subject.accountPaymentInvoice	E-mail subject template: contractor account credit invoice	String (alias)	oxygen.email.template.subject.accountPaymentInvoice
template.email.body.accountPaymentInvoice	E-mail body template: contractor account credit invoice	String (alias)	oxygen.email.template.body.accountPaymentInvoice