



Training LG

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1 Pricing

Prices can be defined on a very detailed level.

Most of the fields are self-explaining. For the other fields:

- Fare Family: Fare Family of the flight in the booking, e.g. FLEX, SMART...
- Valid from/to: days before departure the price is valid.
- Booking Date: Date on which the extra is booked.
- CRS-Code: Defines the client (FD/WBM) where the extra is booked.
- Customer Card: not in use for LG.
- Product: defines the product of a booking (6. Position of the BLANK String-Code).

Every field has priority points. The more detailed you define a price (the more fields are filled), the higher is the priority. If more than one price would be valid for an extra, the price with the highest priority is taken.

- There are 2 prices for PETC: a general one with 75 EUR and a special one to LPA (field destination is filled) with 100 EUR.
 - ⇒ For flights to LPA 100 EUR are taken.
- SEAT costs 25 EUR, but EXIT costs 50 EUR.
 - ⇒ Create a price 25 EUR for SSR code SEAT without seat property and another price 50 EUR for SSR code SEAT and seat property EXIT.

If more than one prices have the same priority the price with the smallest validity is taken. With this you can define, that SCUBA costs 50 EUR in general but on flights in July it costs 75 EUR.

Some examples:

- SPEQ on flights LUX-PMI costs 50 EUR, on flights LUX-LPA 60 EUR.
 - ⇒ Use the fields departure / destination.
- SPEQ booked until end of April costs 50 EUR, from May on 60 EUR.
 - ⇒ Use the field booking date.
- SPEQ booked more than 30 days before departure costs 50 EUR, booked from 30 days on before departure 60 EUR.
 - ⇒ Use fields valid from/to.
- SPEQ booked via WBM costs 50 EUR, booked via FLD 60 EUR.
 - ⇒ Use field CRS-Code.
- SPEQ costs 50 EUR in general but in the Christmas time it costs 75 EUR.
 - ⇒ Create one price 50 EUR for flights 01.01.23-31.12.30 and another price of 75 EUR for flights 01.12.23-31.12.23.

1.1 Defining prices

To create a new price, click on the plus icon in the price menu.

All fields marked in blue are mandatory.

The field "Seat Property" only becomes active, if you select SEAT in the field SSR code.

Hints:

- if you open the prices directly out of the SSR-overview, the field SSR code is already filled: Search for the SSR code you want to add a price. Double click it and go to the detail tab "prices". Here click on the plus icon.
- if you open the prices directly out of the ASR-overview, the fields SSR code and seat property are already filled: Search for the ASR property you want to add a price. Double click it and go to the detail tab "prices". Here click on the plus icon.

1.2 Changing prices

You can change all fields of a price at any time.

BUT BE CAREFUL: this might influence already booked SSRs!

So it is better to end one price and start a new one.

Some examples:

Currently a BIKE costs 50 EUR (without any further settings).

For bookings from May on BIKE should cost 60 EUR.

- ⇒ Change the field "booking date to" in the existing price to 30.04.
- ⇒ Create a new price with 60 EUR with "booking date from" 01.05.

With this you make sure, that the price for already booked BIKES are not

changed.

If it is really necessary also to change the price for all already existing bookings (e.g. because you made a typo in the prices) change the price directly in the core data. Existing bookings will not be updated automatically but with the next update in this booking. To update the price in the bookings directly, open the corresponding booking and click the button "Trigger price calculation" (the dollar-icon) in the upper right corner. This triggers a price update for this booking. You need the permission booking:refreshPriceInBooking.

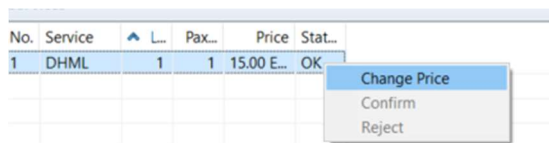


1.3 Manual prices

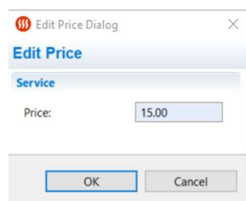
It might be necessary to change the price of an extra in a single booking.

An automatically assigned price can be changed manually. The user needs permission booking:updatePriceInBooking to be able to change it.

To do so right click the price of the service you would like to change and select option „change price“.



A dialogue opens where you can enter the new price. The field allows entering a positive amount using a point to separate it. You can enter maximum 2 numbers behind the point.



2 Aircraft Change

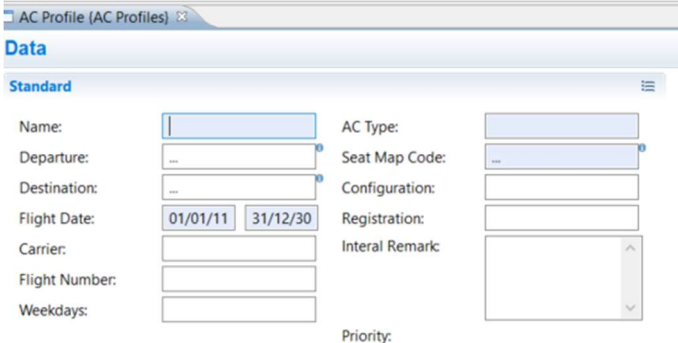
Every flight in KRONOS needs an AC Profile. Otherwise, extras cannot be booked.

In the AC Profile a seat map is allocated to the AC Type of a flight.

Needed permission: kronoscoredata:handleASRCoreData.

First, a seat map needs to be defined. You can do this in the core data by using the wizard or the "normal" mode.

2.1 Defining AC Profiles



Every flight in the schedule has an AC Type and a Config, e.g. 73H with Config C0Y186F0. Now this AC Type needs a seat map.

Fields in blue are mandatory.

- Name: here you can define any name for the AC Profile (up to 30 characters). The name doesn't need to be unique. You can have multiple profiles with the same name.
- AC Type: The Type of the flight sent in the schedule file.
- Seat Map Code: the seat map code this AC Type should get.
- Configuration: With this you can use different seat map for the same AC type but different configurations.
- Registration: every flight also has a registration, e.g. LXLBA. With this you can use different seat maps for the same AC type and the same configurations but different registrations.

The same priority rules apply as for the prices.

In the Leg details you can see the information:

Data: LG 711 01/01/24 LUX TFS (Leg)			
Standard			
Carrier:	LG	Flight Number:	711
Dep Date LT:	01/01/24	Dep:	LUX
Des:	TFS	STD LT:	13:05
STA LT:	16:35	AC Type:	73H
AC Config:	C0Y186F0	AC Profile:	738_186
Status:	OK		
Extended			
Suffix:	Time Mode: L		
WD: 1	Registration: LXLBA		

The seat map code can be seen in the tab Seat Map:

Seat Map: LG 711 01/01/24 LUX TFS (Leg)						
	A	B	C	D	E	F
1						Y
2						Y
3						Y
4						Y
5						Y
6						Y
7						Y

Seat Map Code:

Vacancy
 Seat Properties
 Blocks

2.2 Changing AC Profiles

You can change all fields of an AC Profile at any time.

BUT BE CAREFUL: this might influence already existing bookings!

If you simply change the seat map code of an already existing AC Profile this would change the seat map in already existing bookings. The already booked seats stay and there is no check, that the new seat map really has these seats.

So it is better to end one AC Profile and start a new one.

If a flight should get a new seat map, end the old one with an end flight date and create a new one with a starting flight date. If there are already some seats booked when the new seat map gets started, you need to check the existing bookings manually.

Let's see an example:

For AC Type 76A the seat map Airbus76A is valid (AC Profile A). From 01.08. on the seat map Airbus76B should be taken.

- ⇒ Set flight date to in Profile A to 31.07.
- ⇒ Create a new Profile B with seat map Airbus76B with flight date from 01.08. The new seat map is valid as soon as you saved the data!
- ⇒ Check if there are already booked seats for flights from 01.08.
- ⇒ If so, open the bookings and make sure that the seats are still valid. Otherwise change the seats manually.

If it's really necessary to change the seat map for a lot of flights with many already existing seats, the best way would be, to change the AC Type for this flight and create a corresponding AC Profile for this type.

With the next schedule import the change gets valid and an EQT will be done, which causes an automated reseating of the booked seats (please also see

handling of Schedule Queues in the next chapter).

Let's also see an example here:

For AC Type 76A the seat map Airbus76A is valid (AC Profile A). But from now on (tomorrow) a different seat map Airbus76B should be taken. There are a lot of seats already booked on the affected flights.

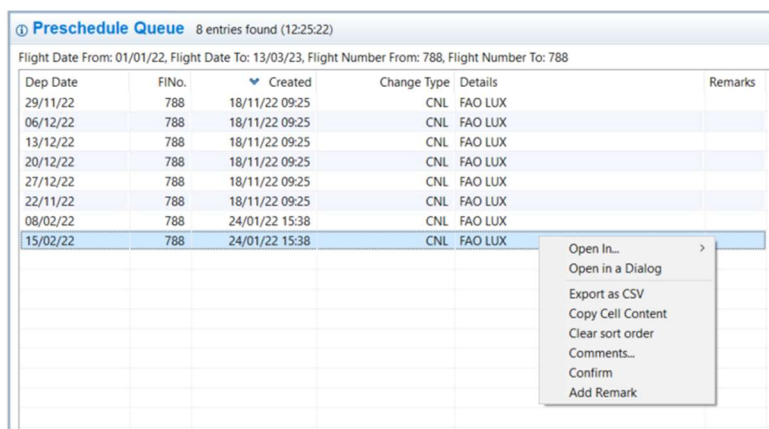
- ⇒ Leave Profile A as it is.
- ⇒ Change the AC Type in the schedule file for the affected flights to 76B
- ⇒ Create a new AC Profile for Type 76B and seat map Airbus76B for flight date from "tomorrow" (Profile B).
- ⇒ Currently there are no flights with new AC Type in the system, so import a schedule file.
- ⇒ Relevant flights will get an EQT, AC type is changed from 76A to 76B. Reseating takes place: all booked seats are reseated to the new seat map.

3 Schedule Queues

3.1 PreSchedule Queue

The PreSchedule Queue is intended to prevent "accidental" cancellations of flights in the flight schedule. All changes of the type CNL and RPL first run to the PreSchedule Queue. As long as they are on this queue, they continue to have the status OK and can be booked normally. The user must decide whether the change should really be made.

Unlike the flight schedule change queue, flights without bookings also run on the PreSchedule Queue!



Dep Date	FINo.	Created	Change Type	Details	Remarks
29/11/22	788	18/11/22 09:25	CNL	FAO LUX	
06/12/22	788	18/11/22 09:25	CNL	FAO LUX	
13/12/22	788	18/11/22 09:25	CNL	FAO LUX	
20/12/22	788	18/11/22 09:25	CNL	FAO LUX	
27/12/22	788	18/11/22 09:25	CNL	FAO LUX	
22/11/22	788	18/11/22 09:25	CNL	FAO LUX	
08/02/22	788	24/01/22 15:38	CNL	FAO LUX	
15/02/22	788	24/01/22 15:38	CNL	FAO LUX	

Needed permission: flightschedule:handlePFCQueue

3.1.1 CNL (flight cancellation)

- **What must be done?**

- If the flight is actually to be cancelled, right-click and select "Confirm". The flight then appears as a CNL entry in the flight schedule change queue and can no longer be booked.
- If the cancellation was triggered "accidentally": Click on the minus icon "Delete". The cancellation is ignored and not processed. The flight remains unchanged with OK status in the KRONOS system and can be booked further.

- **What happens if the entry is not processed?**

- The flight remains in the KRONOS system with OK status and can continue to be booked. Existing services on the flight are not rebooked. There are differences in the flight schedule between KRONOS and Blank, which can make it difficult to create new bookings.

3.1.2 RPL (route replacement)

- **What must be done?**

- If the flight is actually to be rerouted, right-click and select "Confirm". The flight then appears as an RPL entry in the flight schedule change queue and can no

longer be booked until all existing services have been rebooked on the new route.

- If the rerouting was triggered "accidentally": Click on the minus icon "Delete". The rerouting is ignored and not processed. The flight remains unchanged with OK status in the KRONOS system and the "old" route in the KRONOS system and can continue to be booked.

- **What happens if the entry is not processed?**

- The flight remains in the KRONOS system with OK status and the old route and can continue to be booked. Existing services on the flight are not rebooked on the new route. New bookings on the new route are not possible. There are differences in the flight plan between KRONOS and the booking system, which makes it difficult or impossible to create new bookings.

3.1.3 EQT (equipment change)

An EQT only appears as an entry on the Preschedule Queue if there is already an older entry on the Preschedule Queue for the same flight that has not yet been processed.

- **What must be done?**

- In this case, you must always start with the oldest entry when confirming and always with the most recent entry of the flight when deleting. This is the only way to maintain the chronological order and keep the flight data consistent.

- **What happens if the entry is not processed?**

- The entries for a flight accumulate and the flight data in KRONOS may differ from the flight data in the booking system. The unprocessed change of aircraft type may cause service bottlenecks if capacity has been restricted. As long as the change is not updated in KRONOS, services that might be denied on the new type due to lack of capacity will continue to receive an OK.

3.1.4 TIM (flight time change)

A TIM only appears as an entry on the Preschedule Queue if there is already an older entry on the Preschedule Queue for the same flight that has not yet been processed.

- **What must be done?**

- In this case, you must always start with the oldest entry when confirming and always with the most recent entry of the flight when deleting. This is the only way to maintain the chronological order and keep the flight data consistent.

- **What happens if the entry is not processed?**

- The entries for a flight are piling up and the flight data in KRONOS may differ from the flight data in the booking system. The flight times are no longer up to date and are incorrect on the booking confirmation.

3.1.5 NEW (new flight)

A NEW only appears as an entry on the Preschedule Queue if there is already an older entry on the Preschedule Queue for the same flight that has not yet been processed.

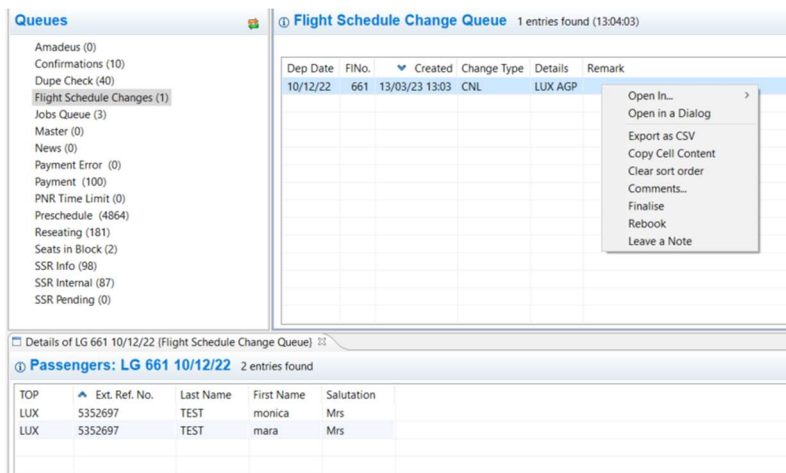
- **What must be done?**

- In this case, you must always start with the oldest entry when confirming and always with the most recent entry of the flight when deleting. This is the only way to maintain the chronological order and keep the flight data consistent. For example, if there is a CNL and a NEW entry for a flight, but this flight is in the system with OK and should remain (!), then both NEW and CNL could be deleted from the Preschedule Queue.

- **What happens if the entry is not processed?**

- The more entries there are for a flight in the preschedule queue, the more difficult it is for the user to process them. The flight data of the booking in KRONOS then no longer corresponds to the actual flight schedule and there is a risk that the pax will not receive his service because it is still reserved on the wrong flight.

3.2 Flight Schedule Change Queue



Dep Date	FlNo.	Created	Change Type	Details	Remark
10/12/22	661	13/03/23 13:03	CNL	LUX AGP	

TOP	Ext. Ref. No.	Last Name	First Name	Salutation
LUX	5352697	TEST	monica	Mrs
LUX	5352697	TEST	mara	Mrs

On the flight schedule change queue only flights with booked services are shown.

Needed permission: Handle Flight Schedule Queue

Entries on this queue can only be deleted if...

- Flight is in the past.
- Or
- There are no bookings on this flight anymore.

- **Can ASR/SSR be booked on these flights?**

- no, no new services can be booked for these flights.
- **Once I have confirmed a flight on the preschedule queue, it goes on the flight plan change queue. Correct?**
 - that is correct, provided there are bookings on the flight. However, confirming a flight change on the preschedule queue is only possible if there is no entry for this flight on the flight schedule change queue. Otherwise, the confirmation on the preschedule queue is rejected, and the entry remains there unchanged.
- **What is the exact working process depending on the change type?**

3.2.1 CNL

In the event of a cancellation, a flight no longer takes place. The legs receive the status SX as soon as the entry is created on the flight schedule change queue. The SX status prevents new services from being added to this flight in KRONOS.

- Step 1: check whether there is an alternative flight or not.
- Step 2: all bookings must be changed in your original system (Blank, Btos). This means they must either be cancelled there or rebooked on an alternative flight.
- Step 3: the change in the original system triggers an automatic update of the bookings in KRONOS. The services are thereby cancelled on the CNL flight.
- Step 4: the entry on the flight schedule change queue can be completed by right-clicking if there are no more pax with the status OK on each leg of the segment. If this is not the case, an error message appears stating that the flight could not be completed, and the entry remains on the queue. In this case, check again for paxes that have not yet been cancelled/rebooked.
- Step 5: By completing the CNL entry, the legs are deleted in KRONOS and the segment receives the status CX.

3.2.2 RPL

In the case of rerouting, the route of a flight changes. Legs whose route segment no longer exists receive the status SX as soon as the entry is created on the flight schedule change queue. The SX status prevents new services from being added to this route in KRONOS. New legs receive the status SC. Both the old and the new routing of the flight are displayed on the queue. Further processing depends on the type of route change. The following reroutings are made most frequently:

a) a new section is added at the end

Ex. old: LUX - PMI / new: LUX - PMI – IBZ

- As nothing changes for the existing bookings on LUX-PMI and there are no bookings LUX-PMI-IBZ yet, this RPL can be finalized with a right click. No rebooking or update is necessary.

b) a new section is added in the middle.

Ex. old: LUX - PMI / new: LUX - IBZ – PMI

The services must now be rebooked from one leg (LUX-PMI) to two legs (LUX-IBZ and IBZ-PMI).

- Step 1: all bookings must be changed in your original system (Blank, Btos). This means that the new routing must be available there in the flight schedule and the bookings must be updated there.
- Step 2: the change in the original system triggers an automatic update of the bookings in KRONOS. The services are thereby rebooked on the new routing.
- Step 3: the entry on the flight schedule change queue can be completed by right-clicking if there are no more pax with status OK on each leg with status SX of the segment (in this example the old leg LUX-PMI). If this is not the case, an error message appears stating that the flight could not be completed, and the entry remains on the queue. In this case, check again for pax that have not yet cancelled/rebooked.
- Step 4: By completing the RPL entry, the legs with status SX in KRONOS are deleted and the legs with status SC (LUX - IBZ and IBZ - PMI) are changed to status OK. The flight is bookable with the new routing for new services.

c) the sequence of the route sections changes

Ex. old: LUX - TFS - LPA / new: LUX - LPA – TFS

The services must now be rebooked to a different leg sequence (LUX-LPA and LUX-LPA LPA-TFS). Bookings with the segment LUX - TFS must now be changed to the new 2-leg variant. Bookings with the segment LUX - LPA must be changed to the new 1-leg variant.

- Step 1: all bookings must be changed in your original system (Blank, Btos). This means that the new routing must be available there in the flight schedule and the bookings must be updated there.
- Step 2: the change in the original system triggers an automatic update of the bookings in KRONOS. The services are thereby rebooked on the new routing.
- Step 3: the entry on the flight schedule change queue can be completed by right-clicking if there are no more pax with status OK on each leg with status SX of the segment (in this example the old legs LUX - TFS, TFS - LPA). If this is not the case, an error message appears stating that the flight could not be completed, and the entry remains on the queue. In this case, check again for pax that have not yet been cancelled/rebooked.
- Step 4: By completing the RPL entry, the legs with status SX in KRONOS are deleted and the legs with status SC (LUX - LPA, LPA - TFS) are changed to status OK. The flight is bookable with the new routing for new services.

d) a section is replaced by another section

Ex. old: LUX - TFS - LPA / new: LUX - FUE - LPA

The services on the segment LUX - LPA must now be rebooked to a different leg sequence (LUX-FUE, FUE-LPA). Bookings with the segment LUX - TFS must either be cancelled or rebooked on an alternative flight.

- Step 1: all bookings must be changed in your original system (Blank, Btos). This means that the new routing must be available there in the flight schedule and the bookings must be updated there. All bookings with segment LUX - TFS, which no longer exists, must be cancelled in the original system or rebooked on an alternative flight.
- Step 2: the change in the original system triggers an automatic update of the bookings in KRONOS. The services of segment LUX - LPA are thereby rebooked on the new routing. The services of segment LUX - TFS are rebooked or cancelled in KRONOS according to the original system.
- Step 3: the entry on the flight schedule change queue can be completed by right-clicking if there are no more pax with status OK on each leg with status SX of the segment (in this example the old legs LUX - TFS, TFS - LPA). If this is not the case, an error message appears stating that the flight could not be completed, and the entry remains on the queue. In this case, check again for pax that have not yet been cancelled/rebooked.
- Step 4: By completing the RPL entry, the legs with status SX are deleted in KRONOS and the segment LUX - TFS is also deleted. The legs with status SC (LUX - FUE, FUE - LPA) are changed to status OK. The flight can be booked with the new routing for new services.

e) one section is omitted at the end

Ex. old: LUX - TFS - LPA / new: LUX - TFS

The services on the segment LUX - TFS remain unchanged. Bookings with the segment LUX - LPA must either be cancelled or rebooked on an alternative flight.

- Step 1: all bookings with segment LUX - LPA (which no longer exists) must be changed in your original system (Blank, Btos). This means that the new routing must be available there in the flight schedule and the bookings must be updated there.
- Step 2: the change in the original system triggers an automatic update of the bookings in KRONOS. The services from segment LUX - LPA are rebooked or cancelled in KRONOS according to the original system.
- Step 3: the entry on the flight schedule change queue can be completed by right-clicking if there are no more pax with status OK on each leg with status SX of the segment (in this example the old leg TFS - LPA). If this is not the case, an error message appears stating that the flight could not be completed, and the entry remains on the queue. In this case, check again for pax that have not yet been cancelled/rebooked.

- Step 4: By completing the RPL entry, the legs with status SX are deleted in KRONOS and the segment LUX - LPA is also deleted. The leg with status SC (LUX - TFS) is changed to status OK. The flight is bookable with the new routing for new services.

f) one section is omitted in the middle

Ex. old: LUX - TFS - LPA / new: LUX - LPA

Services on the segment LUX - LPA must be changed to the new routing. Bookings with the segment LUX - TFS must either be cancelled or rebooked on an alternative flight.

- Step 1: all bookings with the segment LUX - LPA must be changed in your original system (Blank, Btos). This means that the new routing must be available there in the flight schedule and the bookings must be updated there.
- Step 2: all bookings with segment LUX - TFS (which no longer exists) must be cancelled in the original system or rebooked on an alternative flight.
- Step 3: the change in the original system triggers an automatic update of the bookings in KRONOS. The services of segment LUX - LPA are rebooked in KRONOS to the new routing according to the original system. The services of segment LUX - TFS are rebooked or cancelled in KRONOS according to the original system.
- Step 4: the entry on the schedule change queue can be completed by right-clicking if there are no more pax with status OK on each leg with status SX of the segment (in this example the old leg LUX - TFS). If this is not the case, an error message appears stating that the flight could not be completed, and the entry remains on the queue. In this case, check again for services/paxes that have not yet been cancelled/rebooked.
- Step 5: By completing the RPL entry, the legs with status SX are deleted in KRONOS and the segment LUX - TFS, TFS - LPA is also deleted. The leg with status SC (LUX - LPA) is changed to status OK. The flight can be booked with the new routing for new services.

3.2.3 EQT

- A change of aircraft type is carried out directly by the flight schedule module. An EQT only runs to the flight schedule change queue if no AC profile has been defined for the new AC type, so that KRONOS cannot make the change.
- Otherwise, the services are rebooked to the new capacities. If services cannot receive the status OK due to lack of capacity, an entry is created on the SSRintern queue and the service receives the status RQ.
- If there are differences in the rebooking of seats, corresponding entries are created on the reseating queue.
- If there is already an entry on the preschedule queue for a flight, the EQT is not carried out directly but is also placed on the preschedule queue.

3.2.4 TIM

- A change in flight times has no direct influence on services already booked. It is therefore carried out directly by the flight schedule module and the flight times of the respective flight are updated. In this case, no entry is created on the flight schedule change queue.
- If, however, there is an entry on the preschedule queue for a flight, the TIM is not carried out directly but is also placed on the preschedule queue.

4 Standard User Management

The User Management can be found within the Perspective Manager.

The user needs permission Manage Users to be able to see and work with the User Management. Some functionality requires additional permissions.

4.1 User overview

Benutzerübersicht 60 entries found (13:11:43)

Username	Email	First Name	Last Name	Valid To	User valid until	Status
AICKRONOSTST	luxairtours@aic-services.com	Aic	Service	11/12/15	11/12/25	PASSWDEXPIRED
Aferytst	alexandre.fery@luxairgroup.lu	Alexandre	Fery	19/09/23		OK
BPandolfi	bertrand.pandolfi@luxairgroup.lu	Bertrand	Pandolfi	28/08/20		PASSWDEXPIRED
Blank	pssupport@quintessence.net	Blank	User	31/12/20		PASSWDEXPIRED
Btraining	cscadministration@luxairgroup.lu	Kronos	Training	11/08/23	09/06/29	OK
Clegros	catherine.legros@luxairgroup.lu	Catherine	Legros	07/09/22		PASSWDEXPIRED
Dawmatest	dawna.sutch@luxairgroup.lu	Dawna	Sutch	24/01/23		PASSWDEXPIRED
Deliatst	delia.raduica@luxairgroup.lu	Delia	Raduica	02/03/23		PASSWDEXPIRED
Flightpreptst	backofficecc@luxairgroup.lu	Flight	Prep	01/03/23		PASSWDEXPIRED
ITkronostst	webdev@luxairgroup.lu	IT	Kronos	10/03/23		PASSWDEXPIRED
ImportProcess			ImportProcess	31/12/20		PASSWDEXPIRED
Inettest	nk@quintessence.net	Test	Internet	31/12/20		PASSWDEXPIRED
Jernst	johanna.ernst@luxairgroup.lu	Johanna	Ernst	22/04/23		OK
Krony	alishah.steies@luxairgroup.lu	Alishah	Steies	06/08/22		PASSWDEXPIRED
Ktriantafullu	knnetantinos.triantafillou@luxairgroup.lu	Ktriantafillou	Triantafillou	19/06/20	20/06/25	PASSWDEXPIRED

Within the user overview all user accounts that exist on the system can be displayed.

New users can be added by clicking on the plus icon. After all mandatory fields have been filled in the first tab, please click save icon before proceeding with the other tabs. This creates the user, but he is not yet assigned to a user group.

Details of tsalomo (Benutzerübersicht)

Details: tsalomo

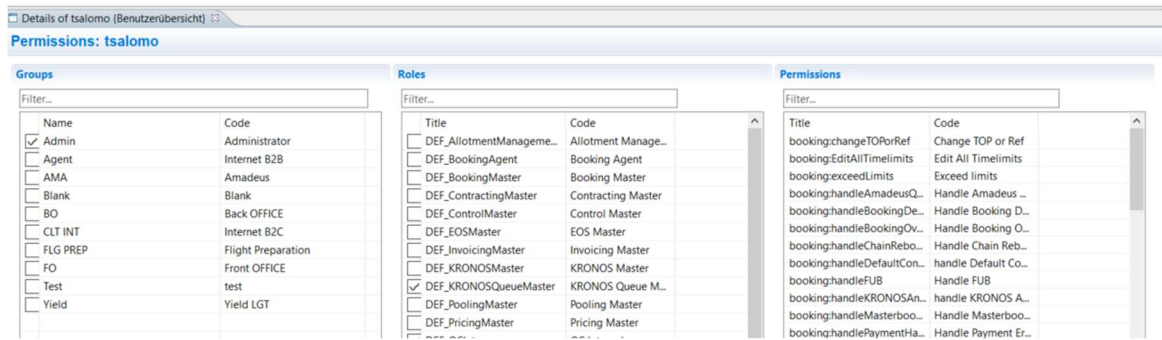
Standard

Username:	<input type="text" value="tsalomo"/>	Email:	<input type="text" value="tsalomo@quintessenc"/>
New Password:	<input type="password" value="*****"/>	Language:	<input type="text" value="English"/>
First Name:	<input type="text" value="Tanja"/>	Password Expires:	<input type="text" value="30/09/23"/>
Last Name:	<input type="text" value="Salomo"/>	User Group for Rules:	<input type="text" value="Admin"/>
User valid until:	<input type="text"/>	Status:	<input type="text" value="OK"/>

Details | Permissions

Within the second tab "permissions" the user can be assigned to a user group and role. By assigning him to a group or/and role the user automatically owns all permissions that are assigned to the role.

A user can be assigned to multiple groups.



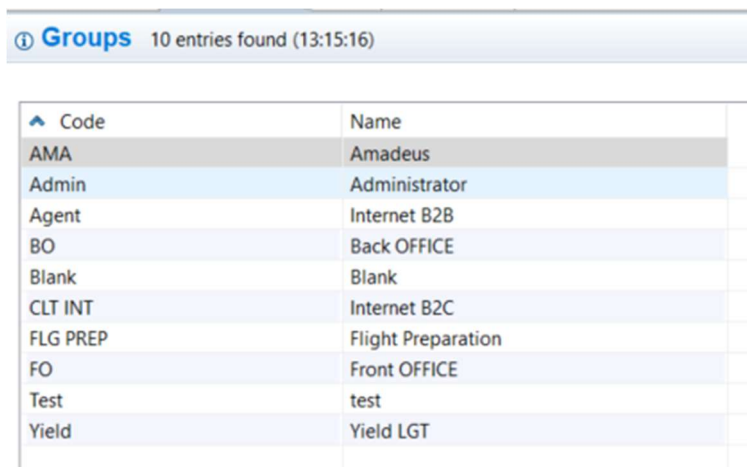
Selecting a user and clicking the copy icon within the menu bar will copy the selected user including all settings.

Selecting a user and clicking the minus icon within the menu bar will delete the user. To be able to do this, permission *Delete Users* is required.

Right-click a user to get option "change user account settings". This offers possibility to change password and language setting of the user. The permission *Manage Passwords* is needed to do this. The own password and language setting can be changed within menu tools > my account. This can be done without specific permission.

Right-click a user to deactivate or reactivate him. Deactivated users are not able to log in to Flight Deck.

4.2 User groups



Within user group overview all user groups that exist on the system can be displayed.

For creating a new user group data needs to be entered in first 2 tabs. After this has been done, please click save icon to create the group. Now the group exists but no permissions or roles are assigned to it yet.

Within next tab „permissions“ roles can be assigned to the group. By assigning roles to the group, it automatically owns all permissions that are assigned to the role.

Within this tab it is also possible to assign users to the group.

Selecting a group and clicking the copy icon within the menu bar will copy the selected group including all settings of all tabs.

Selecting a group and clicking the minus icon within the menu bar will delete the group.

4.3 Roles

Roles 24 entries found (13:17:01)

Code	Title	Type
DEF_AllotmentManagementMaster	Allotment Management Master	FIX
DEF_BookingAgent	Booking Agent	FIX
DEF_BookingMaster	Booking Master	FIX
DEF_ContractingMaster	Contracting Master	FIX
DEF_ControlMaster	Control Master	FIX
DEF_EOSMaster	EOS Master	FIX
DEF_InvoicingMaster	Invoicing Master	FIX
DEF_KRONOSMaster	KRONOS Master	FIX
DEF_KRONOSQueueMaster	KRONOS Queue Master	FIX
DEF_PoolingMaster	Pooling Master	FIX
DEF_PricingMaster	Pricing Master	FIX
DEF_QCIntern	QC Internal	FIX
DEF_QueueMaster	Queue Master	FIX
DEF_SettingMaster	Setting Master	FIX
DEF_SystemAdmin	System Administrator	FIX
DEF_UserManager	UserManager	FIX
LG_Admin	Luxair Admin	CUS...

Within role overview all roles that exist on the system can be displayed.

Permissions are assigned to every role. Roles are used to bundle permissions according to working processes.

For creating a new role data needs to be entered in first 2 fields of the first tab. After this has been done, please click save icon to create the role. Now the role exists, but no permissions are assigned to it yet.

Roles that have been delivered by quintessence have type FIX and cannot be changed. Manually created roles have type CUSTOM.

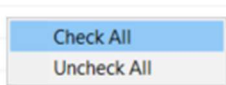
Within next tab „permissions“ permissions can be assigned to the role.

Only roles with type CUSTOM can be edited.

Selecting a role and clicking the copy icon within the menu bar will copy the selected role including all assigned permissions.

Selecting a role and clicking the minus icon within the menu bar will delete the role.

Hint: to allocate all existing permissions to a role, you can use the right click action “check all”



4.4 Permissions

Permissions 112 entries found (13:20:09)

Code	Title
booking:EditAllTimelimits	Edit All Timelimits
booking:changeTOPorRef	Change TOP or Ref
booking:exceedLimits	Exceed limits
booking:handleAmadeusQueue	Handle Amadeus Queue
booking:handleBookingDetails	Handle Booking Details
booking:handleBookingOverview	Handle Booking Overview
booking:handleChainRebooking	Handle Chain Rebooking

Within permission overview all permissions that exist on the system can be displayed.

New permissions can only be added by quintessence. Editing permissions is not possible.

Permissions can only be assigned to roles and not to groups or users.

5 Sharings

Sharings (earlier known as Access Control List, ACL) are used to define, who of the system users are allowed to see and handle which objects, meaning SSR- and ASR-properties, as well as block codes and channels.

Without any sharing ASR and SSRs are not bookable!

Needed permission: *handleACL*.

5.1 Defining sharings

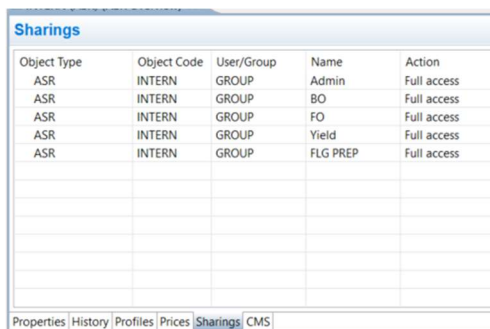
The easiest way to define new sharings is to create them directly out of the ASR-, SSR- or Block-Details in the Core Data.

It is also possible to define sharings in the main menu for sharings (see 5.1.4).

5.1.1 Sharing for ASR

To work with the ASR core data, the user needs the permission `kronoscoredata:handleASRCoreData`

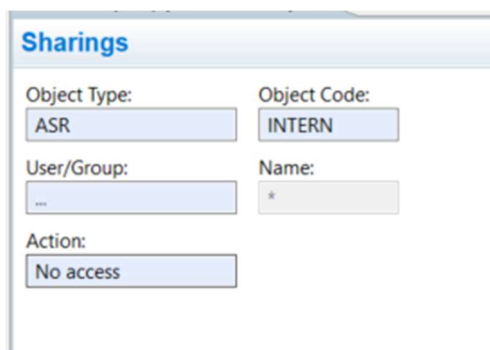
If you want to define a new sharing or remove an existing one, search for the relevant ASR-code in the ASR overview and double click it. In the details you can find the tab "Sharings".



Object Type	Object Code	User/Group	Name	Action
ASR	INTERN	GROUP	Admin	Full access
ASR	INTERN	GROUP	BO	Full access
ASR	INTERN	GROUP	FO	Full access
ASR	INTERN	GROUP	Yield	Full access
ASR	INTERN	GROUP	FLG PREP	Full access

Here all existing sharings for this ASR code are shown.

To add a new entry, click the Plus-Icon in the upper right corner of the detail tab.



Sharings

Object Type: Object Code:

User/Group: Name:

Action:

- Object Type: defines, for which kind (ASR, SSR etc) the sharing is created. When creating a sharing directly out of the core data, this field is

already preselected.

- Object Code: defines the code of the ASR property for which you want to add a sharing. When creating a sharing directly out of the core data, this field is already preselected with the relevant code.

This field is a proposal list that adjusts according to the object type selected in the previous field. Thus, if the selected object type is ASR, the proposal list contains all available ASR properties. If the selected object type is SSR, the proposal list contains all available SSRs. This is only relevant when creating a sharing out of the general sharing menu.

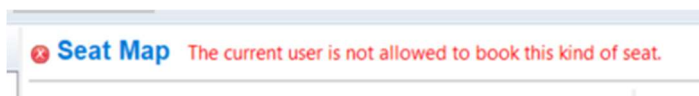
- User/Group: defines, whether the configuration should be made for an individual user or for a complete user group.
- Name: set the name of the user/user group that the configuration should be valid for. Also this field is a proposal list that adjusts according to the selection in the previous field. Here, the wild card (*) can be used to apply the configuration to all groups or users.
- Action: Defines, whether the ASR should be allowed or denied to the specified user/group.

Save the setting with the disk.

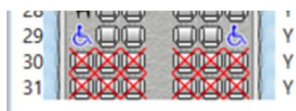
Once a sharing has been created, it cannot be changed. In this case, you must delete the old sharing (minus icon) and create a new one.

The order of the sharings plays an important role: Lower sharings overwrite the upper ones. See details in 5.2

If a user doesn't have a sharing for a seat property, the seat is displayed in a "normal" way in the seat map of the booking interface in FD, but when clicking on it the user gets the message: The current user is not allowed to book this kind of seat:



In the leg details of the flight the seats are also marked



In the WBM the seat cannot be selected at all.

Remember: When you create a new ASR code nobody can book it until you added a sharing!

5.1.2 Sharing for SSR

To work with the SSR core data, the user needs the permission

kronoscoredata:handleSSRCoreData.

If you want to define a new sharing or remove an existing one, search for the relevant SSR-code in the SSR overview and double click it.

Follow the steps described for adding sharings to ASR in 5.1.1

If a user doesn't have a sharing for an SSR code, this code is not displayed in in the SSR selection of the booking interface in FD, as well as in the WBM.

Already booked SSRs with this code are shown in the booking anyway, even if the user doesn't have a sharing for booking new ones.

Sharings also exist for clusters. Here you can block all SSRs of a special cluster.

Remember: When you create a new SSR code nobody can book it until you added a sharing!

5.1.3 Sharing for Blocks

With blocks you can block some seats for bookings.

To work with the Block core data, the user needs the permission kronoscoredata:handleASRBlocks.

The block menu contains of 3 sub menus:

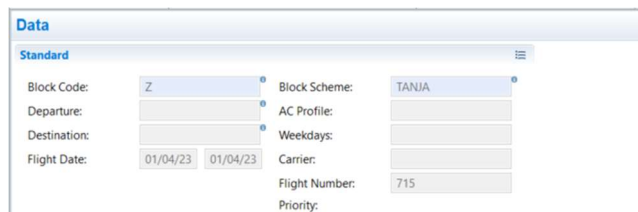
- Block Definitions: here you can define a code and a name



- Block Scheme: here you can define which seats should get a block



- Block Allocation: here you allocate a block definition and a block scheme to a flight

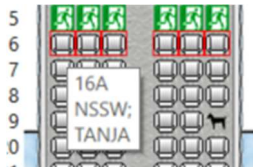


If you want to define a new sharing or remove an existing one, search for the

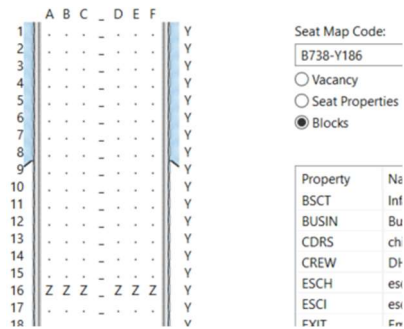
relevant Block-code in the Block Definitions and double click it.

Follow the steps described for adding sharings to ASR in 5.1.1

Seats with a block have a red border in the seat map of the booking interface of FD and in the seat map display of the leg details. In the tooltip the name of a block is displayed.



You can see all blocks of a flight in the seat map display of the leg details in the option "blocks"



If a user doesn't have a sharing for a block code, the relevant seats cannot be selected, and the user gets the message: The current user is not allowed to book this kind of seat:



In the WBM these seats cannot be selected at all.

Remember: When you create a new ASR block nobody can book it until you added a sharing!

5.1.4 Sharings in the general menu

Under Views > Sharings Configuration you can find the menu Sharings List. Here

all existing sharings can be displayed.

Sharings List 139 entries found (13:46:40)

Object Type	Object Code	User/Group	Name	Action
ASR	FIRST	GROUP	*	FULL_ACCESS
ASR	CDRS	GROUP	*	FULL_ACCESS
ASR	ESCH	GROUP	*	FULL_ACCESS
ASR	ESCI	GROUP	*	FULL_ACCESS
ASR	EXIT	GROUP	*	FULL_ACCESS
ASR	HDCP	GROUP	*	FULL_ACCESS
ASR	MCD	GROUP	*	FULL_ACCESS
ASR	NOPETC	GROUP	*	FULL_ACCESS
ASR	NOREC	GROUP	*	FULL_ACCESS
ASR	NOWIN	GROUP	*	FULL_ACCESS
ASR	NSSA	GROUP	*	FULL_ACCESS
ASR	NSST	GROUP	*	FULL_ACCESS
ASR	NSSW	GROUP	*	FULL_ACCESS
ASR	SNK	GROUP	*	FULL_ACCESS
ASR	SNT	GROUP	*	FULL_ACCESS
ASR	XLST	GROUP	*	FULL_ACCESS
ASR	PREF	GROUP	*	FULL_ACCESS
ASR	PETC	GROUP	*	FULL_ACCESS
ASR	BUSIN	GROUP	*	FULL_ACCESS
ASR	FRONT	GROUP	*	FULL_ACCESS
ASRBLOCK	.	GROUP	*	FULL_ACCESS
ASRBLOCK	X	GROUP	*	FULL_ACCESS
DISTRIBUTIONCHANNEL	AFR	USER	*	FULL_ACCESS

With clicking on the plus icon you can add sharings in this menu. But as already mentioned above it is easier to do it directly out of the corresponding code.

5.2 How does it work?

Without any sharing ASR and SSRs are not bookable!

Basically, we recommend, to allow all user groups access to every SSR/ASR and then to deny access to certain groups. If a user has no access to an SSR/ASR, this service will not be in the list of available services in the Booking Interface or seats with the denied property will not be selectable in the seat map.

To do this, each SSR/ASR needs to be selected separately. The field "User/Group" should receive the value "Group", the field "Name" – the value "*". The selected action should be "Allow". With such settings, all SSRs/ASRs can be seen and booked by all users.

Now, to deny a certain user access to a certain SSR/ASR, separate entries need to be created for the SSR/ASR, the action should be set to "Deny".

The order of the entries is crucial:

KRONOS searches the List of Sharings for records related to each requested SSR/ASR. Should there be more than one relevant record in this list, KRONOS checks each of them in the descending order. **Downstream records override upstream records!** Important is the **position** of a record in the list and not the time of its creation: **a record that is positioned further downwards in the list has**

the priority over the records positioned earlier in the list.

Sharings Details: GROUP, * / SSR, PETC				
Object Type	Object Code	User/Group	Name	Action
SSR	PETC	GROUP	*	Full access
SSR	PETC	GROUP	Client	No access

In the above example, there are two records for the SSR PETC: one record rules that all user groups are allowed to book PETC. The other records rules that the user group *Client* is not allowed to book PETC.

In the represented order, following steps are taken, if a client user requests the service PETC: KRONOS finds the first record that allows the user to book the requested service. Then, KRONOS proceeds with the search and finds the second record that denies this to the user. KRONOS continues to search the list down to the bottom and the final result is that the user is not allowed to book this service. As a consequence, the user will not find the SSR PETC in the list of available services.

We change the order of the records:

Sharings Details: GROUP, * / SSR, PETC				
Object Type	Object Code	User/Group	Name	Action
SSR	PETC	GROUP	Client	No access
SSR	PETC	GROUP	*	Full access

KRONOS finds the first record that does not allow the user to book this service. Then, KRONOS proceeds with the list downwards and finds the second record that allows the user to book the service. KRONOS continues to search the list down to the bottom and the final result is that the user is allowed to book this service. As a consequence, the user will find the SSR PETC in the list of available services.

Per drag and drop bring the records in the required order. Finally, save the new order by a click at the disc icon.

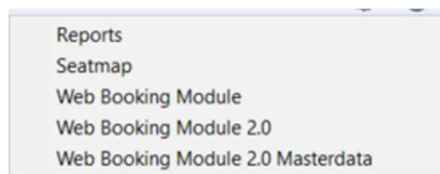
6 CMS

In the CMS (Content Management System) you can manage translations

Users need the permission system:handleContentManagement to have access to the CMS.

The CMS has different areas. You need additional permissions for every area.

6.1 The Areas



- **Reports:**

Permission: system:useCMSReports

Here you can define translations for the booking confirmation of KRONOS.

- **Seatmap:**

Permission: system:useCMSSeatmap

Here you can define pictures for seat map icons in FD.

- **Web Booking Module 2.0**

Permission: system:useCMSWBM20

Here you can define every translation for WBM 2.0, which doesn't belong to core data.

Please find further information in chapter 7.

- **Web Booking Module 2.0 Masterdata**

Permission: system:useCMSWBM20CoreData

Here you can define every translation for WBM 2.0 for core datas.

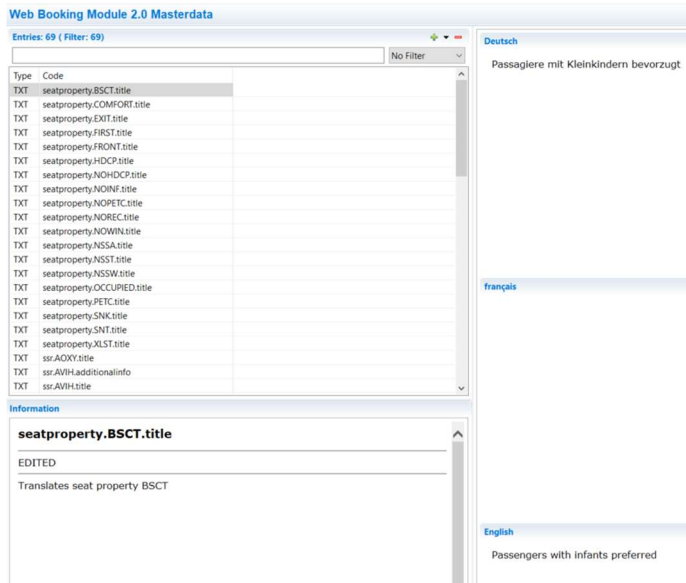
Please find further information in chapter 7.

- **Web Booking Module 2.0**

Permission: system:useCMSWebbuchungsmodul

This is only used for the WBM 1.0.

6.2 Working with the CMS

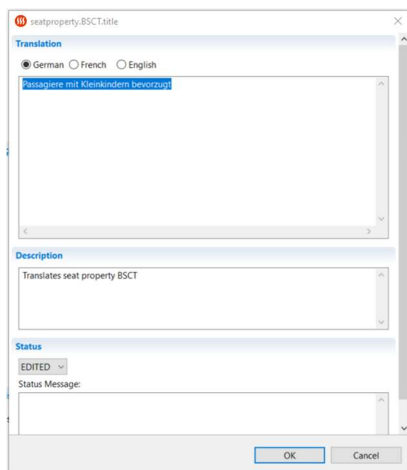


On the right side you find an overview of all existing keys per area.

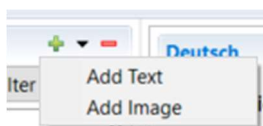
You can search for a key or for a translation in the upper text field. The search is case sensitive!

If you click on a key on the left side the translations for this key are shown per language.

If you double click a key a pop up opens, where you can change the translation.



To add a new key, click on the plus icon. You can decide whether you want to add text or an image.



A pop up opens where you can add the new key and the translation / the picture.

To remove a key, select the relevant key and click the minus icon.

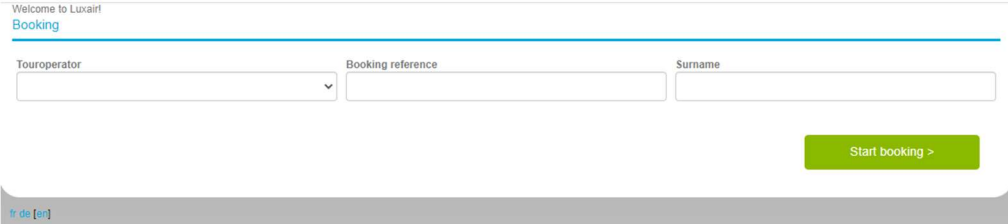
7 WBM 2.0

Hint: this is not a complete WBM training. For a full WBM training we would need a separate session.

Here only an overview is described.

7.1 The pages of the WBM

Log-In Page



Welcome to Luxair!
Booking

Touroperator Booking reference Surname

Start booking >

fr de [en]

On the first page the passenger needs to identify the booking for which he wants to add extras.

Following information is needed:

- Tour Operator: the code of the TO the passenger has booked his flights (Still in discussion if needed).
- The booking number.
- The last name: this can be any last name of a passenger in the booking. It does not need to be the one of the first passenger.

The language is taken from your browser settings but can be changed at the bottom of the page. Available languages: German, English, French. Default language is English, this means, if a user has an unknown language in his browser settings, English is used for the WBM.

Seat Map

seat reservation Luxembourg-Teneriffa Süd Apr 15, 2023 LG 716

Select Seats

please pick a seat for the following passengers:


- Mr ERIC EASTER 10A
- Mrs EMMA EASTER 10B
- Child ELLI EASTER 10C

Important notice

the infant EDDIE EASTER will not get an own seat. please choose a seat with an infant option.

Legend

- available seat
- Seat not available
- selected seat
- Exit seat
- HDCP-seat
- animals possible



Booking Overview

Luxembourg LUX

Apr 15, 2023
06:15

Duration 4h 30m
Flightnumber LG 716
Compartment Economy

Mr ERIC EASTER
Seat 10A free

Mrs EMMA EASTER
Seat 10B free

Child ELLI EASTER
Seat 10C free

Teneriffa Süd TFS

Apr 15, 2023
09:45

Teneriffa Süd TFS

Apr 29, 2023
10:35

Duration 4h 15m
Flightnumber LG 716
Compartment Economy

Mr ERIC EASTER
Seat 18A free

Mrs EMMA EASTER
Seat 18B free

Child ELLI EASTER
Seat 18C free

Luxembourg LUX

Apr 29, 2023
15:50

After entering the booking information, the user is send to the seat map of the first flight in the booking.

On the left side you see all passengers of this booking and the legend of the seat properties. Every seat colour represents a seat property.

In the middle of the page the seat map is displayed. A seat can be selected by clicking on it. Forbidden seats are marked as "not available".

On the right side you see the overview of this booking.

You can now move through all seat maps of this booking.

SSR Overview

Extras

<ul style="list-style-type: none"> Wheelchairs Medical Assistance Other Pets 	<ul style="list-style-type: none"> Sports Equipments excess baggage ssrcluster.APIS.title Meals
------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------

Wheelchairs

>	ssr.WCBD.title	free
>	wheelchair service complete	free
>	wheelchair service for stairs	free
>	Wheelchair Lithium Battery	free
>	Wheelchair Manual power	free

Medical Assistance

>	Airline provided Oxygen	75.00 €
>	Portable Oxygen Concentrators	free



Other

>	ssr.APTX.title	free
>	sports weapon	75.00 €

Pets




>	Animal in hold	100.00 €
---	----------------	----------



Booking Overview


}


Luxembourg LUX	Teneriffa Süd TFS
Apr 15, 2023 06:15	Apr 15, 2023 09:45




Duration	4h 30m
Flightnumber	LG 715
Compartment	Economy

Mr ERIC EASTER	
Seat 10A	free 
Mrs EMMA EASTER	
Seat 10B	free 
Child ELLI EASTER	
Seat 10C	free 


}


Teneriffa Süd TFS	Luxembourg LUX
Apr 29, 2023 10:35	Apr 29, 2023 15:50

Duration	4h 15m
Flightnumber	LG 716
Compartment	Economy

Mr ERIC EASTER	
Seat 18A	free 
Mrs EMMA EASTER	
Seat 18B	free 
Child ELLI EASTER	
Seat 18C	free 

On the top you see a list of all available cluster.

There under the single SSRs are shown per cluster.

To select an SSR click on it. The details open where you can define for which passenger and flight this SSR should be booked and where you can enter further information if needed.

Diving equipment 50.00 €

	Luxembourg-Teneriffa Süd Apr 15, 2023	Teneriffa Süd-Luxembourg Apr 29, 2023
Mr ERIC EASTER	<input type="checkbox"/> 50.00 €	<input type="checkbox"/> 50.00 €
Mrs EMMA EASTER	<input type="checkbox"/> 50.00 €	<input type="checkbox"/> 50.00 €
Child ELLI EASTER	<input type="checkbox"/> 50.00 €	<input type="checkbox"/> 50.00 €

Weight (kg)

0

* Mandatory Field

Abort
Add

Summary

Booking Overview

Flights	Outbound Flight	Inbound Flight
Direction	Luxembourg (LUX) > Tenerife Süd (TFS)	Tenerife Süd (TFS) > Luxembourg (LUX)
Date	Apr 15, 2023	Apr 29, 2023
Departure	06:15	10:35
Arrival	09:45	15:50
Flighnumber	LG 715	LG 716
Compartment	Economy	Economy
Duration	4h 30m	4h 15m

Services	Outbound Flight	Inbound Flight
Mr ERIC EASTER	Seat 10A Diving equipment	Seat 18A Diving equipment
Mrs EMMA EASTER	Seat 10B	Seat 18B
Child ELLI EASTER	Seat 10C	Seat 18C
Infant EDDIE EASTER		
<small>wbm.view.payment.total.multipleflights.ok.label</small> 100,00 €		

Contact Information

Salutation *

Name *

Street/Nr. *

ZIP/Town *

Country *

Email / repeat E-Mail *

* Mandatory Field

On the last page you get an overview of all selected extras. Here you also need to enter your contact data.

When you click in "confirm booking" the booking is saved. If there are charged extras you are led to the page of your payment provider.

If there are only extras free of charge you get the information that the booking was successful, and a confirmation is sent to the email address.

7.2 Translations

Nearly every single word of the WBM can be defined in the CMS. Every button, text, SSR code, ASR property... has a key which can be translated in the CMS. For general working with the CMS see chapter 6.

With lang=ie you can see all keys in the WBM, e.g. <https://asr-acc.luxair.lu/quintessence-wbm/searchTrip/multi/login?lang=ie>

wbm.view.subheader.content
wbm.view.searchpnr.pnr.headline

wbm.view.pnr.distributionchannel.label

wbm.view.pnr.externalbookingid.label

wbm.validator.lastname

wbm.navigation.proceed.to.pnr

The relevant areas of the CMS for WBM 2.0 are Web Booking Module 2.0 and

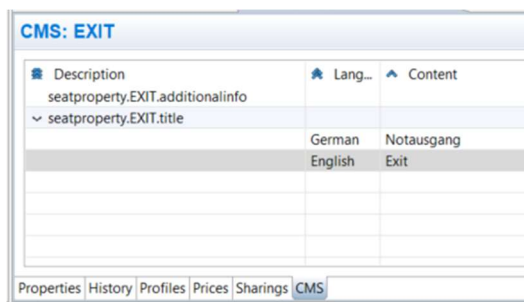
Web Booking Module 2.0 Masterdata.

In the area with "Masterdata" you add all keys which refer to an SSR code or an ASR property. You can also add new keys directly in the core data of the relevant code.

Seats

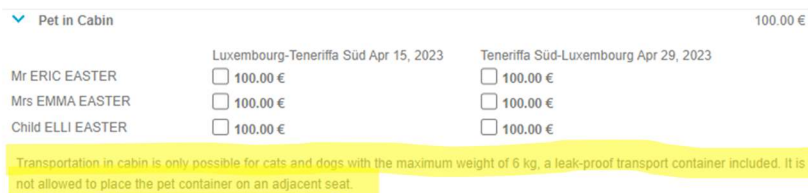
- seatproperty.XXXX.title: defines the name of a seat property. This is shown e.g. as tool tip in the seat map.

You can find all relevant keys for a seat property in the detail tab CMS of the ASR-code in the core data:



SSRs

- ssr.YYYY.title: defines the name of an SSR code, e.g. *Pet in cabin*. This is shown e.g. in the SSR overview.
- ssr.YYYY.additionalinfo: defines an additional info for an SSR code, e.g. *Transportation in cabin is only possible for cats and dogs with the maximum weight of 6 kg, a leak-proof transport container included. It is not allowed to place the pet container on an adjacent seat.* This is shown when booking this SSR.



- ssr.PETC.image: you can upload a picture for an SSR code. This image is shown when hovering over the camera icon in the WBM



You can find all relevant keys for an SSR code in the detail tab CMS of the SSR-

code in the core data:

CMS: PETC		
Description	Language	Content
<ul style="list-style-type: none"> Service additional information 	German	Für den Transport in der Kabine sind ausschließlich Hunde und Katzen ...
	English	Transportation in cabin is only possible for cats and dogs with the ma...
ssr.PETC.blocked		
<ul style="list-style-type: none"> ssr.PETC.image 	German	
	French	
	English	Image
<ul style="list-style-type: none"> Service title 	German	Tier in der Kabine
	French	
	English	Pet in Cabin

Cluster

- ssrcluster.ZZZZ.title: defines the name of a cluster.
- ssrcluster.ZZZZ.additionalinfo: defines an additional info for cluster, e.g. *Please note the information regarding the transport of animals in our ABBS!* This is shown directly for the cluster.

Pets


Please note the information regarding the transport of animals in our ABBS!


> Animal in hold	100.00 €
> Pet in Cabin	100.00 €

- ssrcluster.PETS.image: you can upload a picture for a cluster. This image is shown for the cluster.

Pets

Please note the information regarding the transport of animals in our ABBS!



> Animal in hold	100.00 €
> Pet in Cabin 	100.00 €

You can find all relevant keys for a cluster in the detail tab CMS of the cluster code in the core data:

CMS: PETS		
Description	Language	Content
<ul style="list-style-type: none"> ssrcluster.PETS.additionalinfo 	German	Bitte beachten Sie die Informationen bezüglich Transport von Tieren i...
	French	
	English	Please note the information regarding the transport of animals in our ...
ssrcluster.PETS.blocked		
<ul style="list-style-type: none"> ssrcluster.PETS.image 	German	
	French	
	English	Image
<ul style="list-style-type: none"> ssrcluster.PETS.title 	German	Haustiere
	English	Pets

Properties Services Deadlines Sharings **CMS** History

In the other area (Web Booking Module 2.0) all other translations for the WBM 2.0 can be organized.

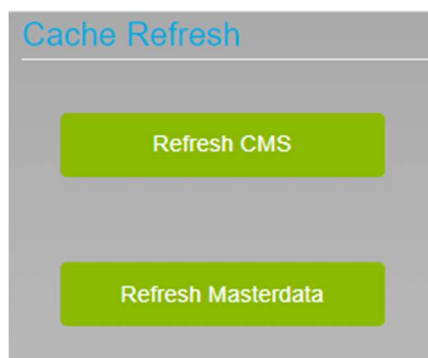
- messages
- navigation buttons
- titles
- fields
- Salutations
- ...

After you have changed something in the CMS, you need to refresh the cache. Without this the changes are not visible in the WBM.

To do a refresh use the Admin-Page

<https://asr-acc.luxair.lu/quintessence-wbm/administrationCenter/index>

You can log in with the same credentials you are using for Flight Deck. To have access to the Admin-Page the user needs the permission system:useWBMAAdmin.



Click on Refresh CMS to get the latest changes from the CMS transferred to the WBM.

Click on Refresh Masterdata if you added new core data (e.g. a new SSR code).

8 Exercises

8.1 New SSR

Create a new SSR code.

This SSR code should have an availability of 10, but to/from TFS it doesn't have any vacancy.

The SSR should cost 50 EUR, but for bookings via WBM it should only cost 40 EUR.

The SSR is allowed for group admin and in the WBM.

Need help?

What do you need to do?

- Create a new SSR code in the core data > SSR-Overview.
- Go through the detail tabs of the SSR code and create data:
 - Sub Types not needed.
 - Create profiles: a general one with 10, and two detailed ones for flight from/to TFS with a capacity of 0.
 - Controls not needed.
 - Create prices: a general one with 50 EUR and another one with CRS code INET with 40 EUR.
 - No special deadlines needed.
 - Create sharings for Admin and CLT INT.
 - Create a translation for CMS.
- Clear CMS cache.

You can check your settings in corresponding booking (TFS and other DES) in FD and WBM.

See example SSR code TANJA.