Product Advisory

Travelport Search Control Console –
New Availability Promote and Demote Rules

Product Advisory number: 3024
Version: 02

Load to production: 24-Jan-17 21:00 EST 02:00 GMT

High level description: Two new rules are being added to the Travelport Search Control Console (SCC) that can be used by customers to adjust how carriers are presented in the Neutral Availability results.

Impact summary: Availability display (for Travelport Galileo and Travelport Apollo) will be impacted in line with the SCC rule.

Reason for issue: Notification to advise the revised load to production date.

Impacted customers:
- ☒ Agency customers
- ☐ Airline customers
- ☒ eCommerce customers
- ☐ Car, hotel, Rail or cruise customers
- ☐ Internal only
- ☐ Developers

System:
- ☒ Travelport Galileo
- ☒ Travelport Apollo
- ☐ Travelport Worldspan
- ☐ AXESS

Load to pre-production: 06-Dec-16 21:00 EST 02:00 GMT

Web services:
(API and messaging) As a part of this project, the SCC Channel ID and SCC Override will be added to Availability and Sell Travelport API and messaging products. Details will be released in future Developer Advisories (DA) specific to the API products:
- Galileo Web Services
- Travelport Universal API
- Worldspan D.I.R.
- Worldspan XML Pro

Issue history:
Version 01 issued: 19-Dec-16
Overview

Since its release to customers in 2012, Travelport’s Search Control Console (SCC) has primarily been used to influence Search response content. Recently, Fare Quote/Pricing and Fare Display were added to the Inhibit Fare or Fare Family rule in order to increase the influence an effectiveness of these rules. With this release Travelport Galileo and Travelport Apollo customers will now be able to use the SCC to influence Neutral Availability results, with the introduction of the new ‘Availability – Promote’ and ‘Availability – Demote’ rules.

Customer benefit

- Improved function and usability of the SCC
- Ability to influence Travelport’s points of sale to Promote or deprioritize particular suppliers
- Improved management of booking failures

Detail and customer examples

New Availability Rules – Promote and Demote

Two new rules, ‘Availability – Promote’ and ‘Availability – Demote’, are being added to the SCC. These rules allow customers to control where a carrier’s flights are shown within the various flight type categories of an Availability response. These rules are not applicable to a ny Travelport 360 Fares entries.

Please note that initially this new functionality will only be available to Travelport Apollo and Travelport Galileo customers, rules will not take effect on Travelport Worldspan SIDs.

Both new rules have been added to the dropdown that is shown when a new rule is being created.
Availability – Promote

This rule is used to move a carrier to the top (promote) or to otherwise move it above its original position (weight promotion) within a neutral availability display.

To create a Promote rule, first provide the carrier to which the rule applies. This is done by typing the carrier information in the Carrier textbox where auto-complete is used to facilitate the selection of the carrier. Specifying a carrier is mandatory.

Next, the desired codeshare configuration is required. Four different settings are available via the Where the promoted flights are dropdown from which the customer must chose.

- The default selection is that the specified carrier is both the marketing and operating carrier. (‘Full metal’).

- The next choice is that the specified carrier is either the marketing or operating carrier.

- The third choice is that the specified carrier is a codeshare operating carrier. In that case, optional marketing carrier specifications can also be made.
  - If no marketing carrier specifications are required, then leave the Marketing Carrier Options checkbox unchecked. By leaving the checkbox unselected, the Promote rule will be applied to all qualifying flights where the selected carrier is only the operating carrier.
  - If marketing carrier specifications are required, then select the Marketing Carrier Options checkbox and complete the Marketing Carrier Options specification.
• The default Marketing Carrier Options setting is that the Promote rule will only apply to codeshare flights operated by the specified carrier and marketed by the carriers specified in the accompanying textbox. Up to five marketing carriers separated by commas, can be entered.

- Marketing Carrier Options
  Promote the above Operating Carrier Only when marketed by XX,YY,ZZ

• The other Marketing Carrier Options setting is that the Promote rule will apply to all codeshare flights operated by the specified carrier except those marketed by the carriers specified in the accompanying textbox. Up to five marketing carriers separated by commas, can be entered.

- Marketing Carrier Options
  Promote the above Operating Carrier Except when marketed by XX,YY,ZZ

• The fourth and final choice is that the specified carrier code is a codeshare marketing carrier. In that case, optional operating carrier specifications can also be made.
  
  o If no operating carrier specifications are required, then leave the Operating Carrier Options checkbox unchecked. By leaving the checkbox unselected, the Promote rule will be applied to all qualifying flights where the selected carrier is only the marketing carrier.

- Where the promoted flights are
  - Marketed by the carrier
  - Operating Carrier Options

  o If operating carrier specifications are required, then select the Operating Carrier Options checkbox and complete the Operating Carrier Options specification.

- Operating Carrier Options
  Promote the above Marketing Carrier Only when operated by XX,YY,ZZ
• The other Operating Carrier Options setting is that the Promote rule will apply to all codeshare flights marketed by the specified carrier except those operated by the carriers specified in the accompanying textbox. Up to five operating carriers, separated by commas, can be entered.

The next setting, also mandatory, is the Flight Category. This setting can be ‘All Flights’, ‘Non-Stop/Directs’, or ‘Connections’ and is selected from the Flight Category dropdown. The default setting is ‘All Flights’.

Optionally, a set of flight numbers or one or more ranges of flight numbers can be specified in the Exclude Flight Number or Range textbox that will be exempt from the Promote rule being created. Flight numbers must be four digits with leading zeroes.

Sorting Options

• The first of the Sort Options is Weight Promotion. Selecting the Weight Promotion checkbox unlocks the accompanying textbox. The customer can enter a numeric value between 1 and 1439 (1439 is one minute less than the number of minutes in a day.). This number represents the number of minutes that can be used to adjust the departure time of the specified carrier’s flights in order to move its flights up (promote) in an Availability response. Please note that flights cannot be adjusted beyond their original departure dates.
• The second Sorting Option is **Rank**. Selecting Rank unlocks a dropdown that contains the numbers 1-5. Since only one carrier can be specified in a rule, this value (1-5) allows customers the ability to create identical rules for different carriers, and then rank each of the rules so that the carriers with the lower rankings are promoted higher in the Availability response than those carriers with the higher rankings.

• Please note that Weight Promotion and Rank are mutually exclusive.

Another optional setting is the **Max Number of Promoted Flights**. A number, 1-9, can be selected from a dropdown, and that number will be the maximum number of promoted flights shown per screen in an Availability response. This limit applies only to the primary Geography specified later.

**SID/PCC/Grouping** and optional **Channel ID** selections are the same as on all other SCC rules.

From and To **Geography** and **Both Ways** selections are now augmented by the ability to either exclude a geography from the rule and/or limit the number of promoted flights within a subset of the rule’s primary geography.

To begin adding Geography Exceptions and/or limits, select the **Exceptions** checkbox.
When the Exceptions checkbox is selected, the new Geography Exceptions section is revealed.

To add a **Geography Exception**, select a From Location Type and Location and a To Location Type and Location as is done when selecting the Geography for any SCC rule. The Geography Exception has to be either a subset of the rule’s primary Geography or the same as the primary Geography.

**Both Ways** – If a ‘Both Ways’ Promote rule is created, then corresponding Geography Exceptions with the geography reversed will also be created.

Example:

A Promote rule’s primary Geography is from the United States to France.

A Geography Exception for this primary Geography would be for flights from the city of Washington, D.C. to France.

Once the From and To exception location types have been selected, the customer can use the ‘+’ control to add them to the rule. The exception geographies are shown in a list-box.
Multiple Geography Exceptions can be added to an Availability – Promote rule. The ‘X’ control can be used to remove exceptions.

![Image](image1.png)

Also, this same process can be used to limit the number of promoted flights for a specific geography subset. A dropdown is used to limit the number of promoted flights to 1 – 7 for the specified Geography Exception.

![Image](image2.png)

Mandatory **Rule Effective Dates** and optional **Travel Dates** are added as is done with other SCC rules.

**SCC Hierarchy**

Availability – Promote rules are not affected by SCC Hierarchy, but the following order of precedence is applied:

- First – An agent input that includes one or more carrier codes will take precedence over any conflicting Availability – Promote rule.
- Second – An Availability – Promote rule will take precedence over any conflicting Travelscreen setting.
SCC Override

The Rule ID number to use in an SCC Override modifier to override all Availability – Promote rules is ‘115’. The SCC Override must the last modifier in an Availability entry.

Travelport Apollo format – ‘/NSCC115’
Travelport Galileo format – ‘|NSCC115’ (or ‘+NSCC115’ for Travelport Smartpoint users)

Availability – Demote

This rule is used to move a carrier to the bottom (demote) or to otherwise move it below its original position (weight demotion) within an availability display.

To create an Availability - Demote rule, first provide the carrier to which the rule applies. This is done by typing the carrier information in the Carrier textbox where auto-complete is used to facilitate the selection of the carrier. Specifying a carrier is mandatory.

![Carrier](image)

Next, the desired codeshare configuration is required. Four different settings are available via the Where the demoted flights are dropdown from which the customer must chose.

- The default selection is that the specified carrier is either the marketing or operating carrier.

![Where the demoted flights are](image)

- The next choice is that the specified carrier is a codeshare operating carrier. In that case, optional marketing carrier specifications can also be made.
  - If no marketing carrier specifications are required, then leave the Marketing Carrier Options checkbox unchecked. By leaving the checkbox unselected, the Promote rule will be applied to all qualifying flights where the selected carrier is only the operating carrier.
    ![Where the demoted flights are](image)
    - Marketing Carrier Options
  - If marketing carrier specifications are required, then select the Marketing Carrier Options checkbox and complete the Marketing Carrier Options specification.
The default Marketing Carrier Options setting is that the Demote rule will only apply to codeshare flights operated by the specified carrier and marketed by the carriers specified in the accompanying textbox. Up to five marketing carriers separated by commas, can be entered.

- The other Marketing Carrier Options setting is that the Demote rule will apply to all codeshare flights operated by the specified carrier except those marketed by the carriers specified in the accompanying textbox. Up to five marketing carriers separated by commas, can be entered.

- The third choice is that the specified carrier code is a codeshare marketing carrier. In that case, optional operating carrier specifications can also be made.
  - If no operating carrier specifications are required, then leave the Operating Carrier Options checkbox unchecked. By leaving the checkbox unselected, the Demote rule will be applied to all qualifying flights where the selected carrier is only the marketing carrier.

  - If operating carrier specifications are required, then select the Operating Carrier Options checkbox and complete the Operating Carrier Options specification.

  - The default Operating Carrier Options setting is that the Demote rule will only apply to codeshare flights marketed by the specified carrier and operated by the carriers specified in the accompanying textbox. Up to five operating carriers, separated by commas, can be entered.
The other Operating Carrier Options setting is that the Demote rule will apply to all codeshare flights marketed by the specified carrier except those operated by the carriers specified in the accompanying textbox. Up to five operating carriers, separated by commas, can be entered.

- The fourth and final option is that the specified carrier is both the marketing and operating carrier.

The next setting, also mandatory, is the Flight Category. This setting can be ‘All Flights’, ‘Non-Stop/Directs’, or ‘Connections’ and is selected from a dropdown. The default setting is ‘All Flights’.

Optionally, a set of flight numbers or one or more ranges of flight numbers can be specified in the Demote Flight Number or Range textbox. As opposed to the Promote rule, the flight numbers specified in the textbox will be the only flights that will be demoted. Flight numbers must be four digits with leading zeroes.
Sorting Option – Weight Demotion

- For the Demote rule, the only Sorting Options is **Weight Promotion**. Selecting the ‘Weight Demotion’ checkbox unlocks the accompanying textbox. The customer can enter a numeric value between 1 and 1439 (1439 is one minute less than the number of minutes in a day). This number represents the number of minutes that can be used to adjust the departure time of the specified carrier’s flights in order to move its flights down (demote) in an Availability response. Please note that flights cannot be adjusted beyond their original departure dates.

SID/PCC/Grouping and optional Channel ID selection is the same as on all other SCC rules.

From and To Geography and Both Ways selections are now augmented by the ability to exclude a subset of the rule’s primary geography from the application of a Demote rule.

To begin adding Geography Exceptions, select the **Exceptions** checkbox.

When the Exceptions checkbox is selected, the new **Geography Exceptions** section is revealed.

To add a Geography Exception, select a From Location Type and Location and a To Location Type and Location as is done when selecting the Geography for any SCC rule. The Geography Exception has to be either a subset of the rule’s primary Geography or the same as the primary Geography.

**Both Ways** – If a ‘Both Ways’ Demote rule is created, then corresponding Geography Exceptions with the geography reversed will also be created.
Example:

A Demote rule’s primary Geography is from the Zone 210 (Europe) to the United States.

A Geography Exception for this primary Geography would be for flights from Belgium to the city of Los Angeles.

Once the From and To exception location types have been selected, the customer can use the ‘+’ control to add them to the rule. They are shown in a list-box.

Multiple Geography Exceptions can be added to an Availability – Promote rule. The ‘X’ control can be used to remove an exception.
Unlike the Availability – Promote rule, there is no feature limiting the number of demoted flights.

Mandatory Rule **Effective Dates** and optional **Travel Dates** are added as is done with other SCC rules.

**SCC Hierarchy**

Availability – Demote rules are not affected by SCC Hierarchy, but this order of precedence is applied.

- First – An agent input that includes one or more airline codes will take precedence over any conflicting Availability – Demote rule.
- Second – An Availability – Demote rule will take precedence over any conflicting Travelscreen setting.

**SCC Override**

The Rule ID number to use in an SCC Override entry to override all Availability – Demote rules is ‘116’. The SCC Override must the last modifier in an Availability entry.

Travelport Apollo format – ‘/NSCC116’
Travelport Galileo format – ‘|NSCC116’ (or ‘+NSCC116’ for Travelport Smartpoint users)

**Channel ID**

In conjunction with the introduction of these two new rules, the Channel ID modifier is being added to the Availability entry. The Channel ID must the last modifier in an Availability entry.

Travelport Apollo format – ‘/CI-xxxx’
Travelport Galileo format – ‘|CI-xxxx’ or ‘+CI-xxxx’ depending on the customer’s platform

An input Channel ID will be saved and applied for any follow-on Availability entries that do not alter the application of the SCC rule currently in effect.

**Glossary**

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