



tts•consolidator™

FAQs

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NOTE

Whenever the document refers to TTS Consolidator it means TTS Consolidator 3.0 version.

1 General

1.1.1 What's the difference between TTS Consolidator and NIATA?

There is no difference. Some markets know the application by the name of NIATA and others by the name of TTS Consolidator. To simplify it, this document will refer to the application as TTS Consolidator.

1.1.2 What is TTS Consolidator?

TTS Consolidator is a web-based solution designed to optimize the consolidation business, which offers full autonomy to Non-IATA agencies by enabling them to search, book and issue tickets while providing automation and financial control to the consolidator.

1.1.3 How does it work?

TTS Consolidator connects both agencies' PCCs/SIDs respecting all established business rules and agreements. Bookings are created on the correct PCC/SID and at ticketing time the system handles all quality checks and the complexity of moving the booking to the IATA PCC/SID for ticketing and returning the results back to the agent.

1.1.4 Who can use TTS Consolidator?

All Travel Agents, especially the ones that work in Non-IATA agencies and need to deal with the delays and complexity of depending on another agency to issue tickets to service their customers. By using TTS Consolidator, the travel agent has 24/7 ticketing capability, no delays, no dependencies.

1.1.5 What are the minimum requirements to access TTS Consolidator?

Consolidators must be an IATA agency consolidating or aiming to consolidate tickets for Non-IATA Agencies.

Non-IATA Agencies must be consolidated by an IATA Agency that uses TTS Consolidator. If that is not the case, speak to your consolidator about TTS Consolidator or talk to us and we will work together to set up a demo for your consolidator.

1.1.6 Do I need to install any software to access TTS Consolidator?

No, TTS Consolidator is a web-based application, accessible through any common web browser and does not install any software in your computer.

1.1.7 Can I offer a TTS Consolidator custom url to my sub-agencies?

Yes, consolidators may request a custom *url* for their sub-agencies to access TTS Consolidator. This feature is managed by TTS and it's available starting with the new 3.0 version.

2 Commercial

2.1.1 In which countries or regions is TTS Consolidator available?

TTS Consolidator is available in all the countries where Travelport operates.

2.1.2 Is TTS Consolidator a Travelport product?

No. TTS Consolidator is a 3rd party product created and developed by TTS.

3 Product

3.1 General

3.1.1 Is TTS Consolidator available to all Travelport GDS cores?

The current version of TTS Consolidator supports Galileo, Apollo and Worldspan.

3.1.2 What kind of technology does TTS Consolidator use to connect to the GDS?

TTS Consolidator uses XML Select and uAPI to connect to the GDS. The connection used is configured per consolidator at implementation time.

3.1.3 Do I need to license the Travelport interface to use TTS Consolidator?

No. All technical interfaces and requirements are handled and licensed by TTS.

3.1.4 Are there any features that may not be available due to the GDS connection configuration type?

Timetables are not available for implementations configured with XML Select connections.

3.1.5 What currencies does TTS Consolidator support?

TTS Consolidator supports the currencies supported by the GDS. The currency is defined per consolidator and sub-agencies will inherit this configuration.

3.1.6 Does TTS Consolidator support multi-currency?

TTS Consolidator supports 2 currencies which are configured per consolidator; sub-agencies will inherit this configuration.

3.1.7 In what languages is TTS Consolidator available?

TTS Consolidator is available in English, Portuguese and Spanish and it's prepared to easily accommodate other languages.

3.2 Login & Access

3.2.1 What are the credentials to log in TTS Consolidator?

Users log in TTS Consolidator with email and password.

3.2.2 Can I be logged in the GDS environment and TTS Consolidator at the same time?

Yes, since TTS Consolidator credentials are now composed by email and password, you can be working in the GDS environment and in TTS Consolidator at the same time.

3.2.3 Can I change my password?

Yes, a user can change his password whenever he wants.

3.2.4 If I forget my TTS Consolidator password, how can I recover it?

There is a recovery password link on the login page; to recover your password click on the link and follow the instructions.

3.2.5 Can I access TTS Consolidator even if I don't know my GDS Password?

TTS Consolidator login credentials don't include your GDS password, as long as you know your TTS Consolidator credentials you can log in TTS Consolidator.

3.2.6 If my Galileo password expires, can I still use TTS Consolidator?

TTS Consolidator login credentials don't include your GDS password, as long as you know your TTS Consolidator credentials you can log in TTS Consolidator.

3.3 Flight Search

3.3.1 What types of flight search methods does TTS Consolidator offer?

TTS Consolidator offers Best Price (based on Best Buy) and Availability Search allowing users to better serve price and scheduled oriented clients. Users can improve Best Price results using Cross Ticketing or Flexi Flights features.

3.3.2 What is Best Price search?

Best Price search returns the flights with the lowest prices with availability for the requested search (aka Best Buy, FQBB and FS).

3.3.3 What is Availability search?

Availability search returns all the flights with availability, displaying first the direct flights without stops, then the direct flights with stops and afterwards the flights with connections.

3.3.4 What are Flexi Flights?

Flexi Flights are One Ways combined to quote a Round Trip journey. Sometimes it might be cheaper to “combine” One Ways than use Round Trips. TTS Consolidator offers this option to improve Best Price search.

3.3.5 What is Cross Ticketing?

Cross Ticketing is forbidden by some airlines. Check before using.

Most part of fare structures have minimum and maximum stay rules. These kinds of rules might make short time trips over business days quite expensive. Cross Ticketing is the method of using 2 round trip tickets to get a cheaper fare. E.g.: Client wishes to travel from Paris – Moscow | 15NOV and Moscow – Paris | 17NOV. A Cross Ticket for this journey might be:

Ticket 1: Paris – Moscow | 15NOV + Moscow – Paris | 22NOV

Ticket 2: Moscow – Paris | 17NOV + Paris – Moscow | 24NOV

Then the passenger will use the first coupons of each ticket.

TTS Consolidator offers this option to improve Best Price search.

3.3.6 Can I do multi-destination searches?

Yes, TTS Consolidator supports multi-destination searches, allowing you to add multiple city pairs and search fares and flights for the full trip.

3.3.7 Can I make a flight search and see only the results under a specific sub-agency?

Yes, consolidators can make a search impersonating one of the sub-agencies by selecting the sub-agency in the dropdown “Search as” available at the flight search area.

3.3.8 Is there a limit to the number of city pairs in a multi-destination search?

Multi-destination search allows up to 6 city pairs.

3.3.9 Is it possible to remove certain carriers from flight results?

Yes, consolidators and sub-agencies can add to TTS Consolidator blacklisted carriers (check “Settings” area) the ones they wish to block from appearing on flight results.

3.3.10 Why is a specific carrier not being shown on the search results?

A carrier will not appear in the search results if it has no availability for the search made or if the carrier has been specified as blacklisted in TTS Consolidator. Note that your consolidator might also have added blacklisted carriers.

If you are a Non-IATA super user you will be able to manage your blacklisted carriers at “Settings” area, but you will not be able to delete the blacklisted carriers added by your consolidator.

If you are a consolidator super user please check “Settings” area to see which carriers have been added to the black list.

If you are not a super user contact one of your agency super users for more information.

3.3.11 How can I activate the Flight Number field on the search options?

To search for a specific flight number you need to select the checkbox “One Way”.

3.3.12 Why do some fares show a star icon?

The blue filled star icon indicates that those carriers are preferred carriers of your consolidator and a white filled star with a blue stroke indicates that they are your agency's preferred carriers. The Preferred carriers list can be found in the "Settings" area, which is only available for super users.

3.3.13 Can I access Fare Rules at flight results page?

Yes, they can be accessed through flight details area.

3.3.14 Why does search sometimes take longer than the typical 3 seconds?

TTS Consolidator flight search response times depend on the GDS host response times. Like in the GDS, there are times of the day when flight search may take longer.

3.3.15 Some flights are not being shown in TTS Consolidator, what can I do?

Because search in TTS Consolidator is based on availability, only flights with available seats are returned. Another reason could be that the respective carrier has been blacklisted by your agency or by your consolidator. Blacklisted carriers can be found in the "Settings" area, which is only available for super users.

3.3.16 When using availability search, can I select more than one cabin class for the same flight or from different flights to be quoted?

Yes, just keep on adding the selected classes/flights you wish to quote.

3.3.17 Can I make a booking and store several fares at the same time?

When using availability search, you can make several fare quotes and make the booking with the fare quotes you want to store with just one click. You can also add later new fare quotes to your booking.

3.3.18 Can I make a Best Buy quote through availability search?

Yes, after having selected the pair flight and class, you can make a fare quote for those specific classes or make a Best Buy quote.

3.4 Bookings

3.4.1 In what PCC/SID are my bookings created?

Your bookings are created in your own PCC/SID except for the ones quoted with Private Fares, which are created in your consolidator PCC/SID with a special remark to specify the Non-IATA PCC/SID that created and owns the booking.

3.4.2 What is the Sign-on (SON) in which TTS Consolidator reservations are made?

TTS Consolidator reservations are associated with a robotic SON so they are not associated with users SONs/BSIs. They are created in the GDS and associated with the email the user uses to log in TTS Consolidator.

3.4.3 Why do I have to requote an existing fare?

In some markets, fares are only guaranteed on the same day. After that, you need to requote that fare to validate it again. When quoting a fare, price and taxes may change.

3.4.4 Why is the price construction hidden by default?

The price construction is hidden by default so that the user can turn the screen towards the client without having to remember to hide the price construction.

3.4.5 Why do I have several filed fares and rules acceptance boxes in the pricing section?

TTS Consolidator separates each filed fare and associated fare rules for better comprehension.

3.4.6 On a booking, why are there two values for XP and Ticket Fee?

TTS Consolidator displays two fields for these taxes: one indicates the value predefined in the Fees management section (the non-editable value) and the other offers the user the

possibility to charge a different value for that specific booking (the editable field). Even if you change the applicable amount to that specific booking, the default/recommended amount will still be shown for your reference.

3.4.7 What is the IATA fee?

The IATA fee is the fee charged by the consolidator on the tickets sold by their sub-agents. The IATA fee will be applied when a sub-agency issues a ticket.

3.4.8 Why can't I change the IATA Fee?

This fee is defined by the consolidator so it can't be changed by the Non-IATA agencies.

3.4.9 Why isn't the IATA Fee always the same?

IATA fees can be specified according to several parameters like type of journey (e.g. Round Trip, One Way, Multi-destination), flight type (National, International, Intercontinental) and fare amount range.

If you believe the amount applied is not correct, please contact your consolidator.

3.4.10 How do I add SSRs in TTS Consolidator?

There's an area on the passenger's details page for you to add SSRs.

3.4.11 Can I use Frequent Flyer cards on TTS Consolidator?

There's an area on the passenger's details page where you can add Frequent Flyers cards or Miles Membership (MMs). TTS Consolidator allows you to enter multiple MM cards. As validation is different depending on the carrier, please make ensure you enter the MM card in the format defined by each carrier.

3.4.12 Can I add remarks to PNRs created/imported to TTS Consolidator?

Yes, remarks can be added in passenger details page however the field has to be configured in the section "Remarks" of the "Settings" page. Remarks can be added either by consolidators or Non-IATA agencies, and the Non-IATA agencies will inherit the remarks defined by their consolidator. If a remark is marked as mandatory, a booking cannot be finished until a value has been inserted.

3.4.13 Why isn't Seat Reservation always available?

Seat reservation is not available when the selected fare doesn't allow seat reservation at that moment. You may check at a different date to see if it has been made available by the carrier.

3.4.14 Can I act on Vendor Remarks in TTS Consolidator?

It depends, TTS Consolidator shows the Vendor Remarks. Some of them you can manage in TTS Consolidators like acceptance of flight segments status changes, others you will have to manage in your GDS environment.

3.4.15 Can I send itineraries to passengers in TTS Consolidator?

Yes, itineraries can be sent for one or multiple addresses, can be downloaded in pdf format or accessed in the respective view trip links.

3.4.16 Can the itinerary template be customized?

Yes, Itinerary template is customizable per consolidator. Sub-agencies will inherit the template defined by their consolidator. This feature is managed by TTS.

3.4.17 Can I cancel flights in TTS Consolidator?

Yes, users can cancel flights in TTS Consolidator.

3.5 Issuance

3.5.1 Can I issue in TTS Consolidator a PNR created in the GDS environment?

Yes, users just have to search by PNR code or Name at Sticky PNR Search or in the "PNR Search" page accessible through "PNR" area. If you search by PNR then the system will show you the PNR in TTS Consolidator edit mode and you can click on the "Continue" button at the end of the page to proceed to payment. If you search by Name then the system will

present you the list of results that match your search, you then select the PNR you are looking for and proceed as previously described.

3.5.2 What forms of payment does TTS Consolidator support?

TTS Consolidator supports credit cards and account available credit.

3.5.3 Is it possible to accept only specific credit cards?

Yes, consolidators can define per Non-IATA agency the authorized credit cards' numbers.

3.5.4 When I issue a ticket, the option for Credit Card payment is not available.

If the Credit Card payment option is not available it's because your consolidator does not allow payments with credit card. For more information please contact your consolidator.

3.5.5 How do I reissue tickets in TTS Consolidator?

TTS Consolidator is a solution that aims to optimize the consolidation business and not substitute its players which means that TTS Consolidator supports all processes until ticketing. Reissuance is a process that only happens after ticketing so it will have to be managed directly by the consolidator.

3.5.6 Can I do reimbursements in TTS Consolidator?

TTS Consolidator is a solution that aims to optimize the consolidation business and not substitute its players which means that TTS Consolidator supports all processes until ticketing. Reimbursement is a process that only happens after ticketing so it will have to be managed directly by the consolidator.

3.5.7 Is it possible to void tickets in TTS Consolidator?

Yes, users can void tickets in TTS Consolidator.

3.5.8 When I import a PNR made in the GDS environment to TTS Consolidator, will the system apply the correspondent fees?

If the itinerary is composed by one segment, it will be identified as a One Way; if the itinerary has two segments, the origin is equal to the destination and the end of the first segment in the beginning of the second, then the system will identify it as a Round Trip and in both cases will apply the correspondent fees. In any other cases, the system will prompt the user to make the identification.

3.6 PNRs

3.6.1 Can I access the cryptic PNR format in TTS Consolidator?

Yes, TTS Consolidator offers Cryptic PNR view.

3.6.2 Does Cryptic PNR view reflect the live PNR or a cached version?

Cryptic PNR view reflects live information, retrieved directly from the GDS.

3.6.3 How do I check the PNR history in TTS Consolidator?

You can check all PNR history using Cryptic PNR view.

3.7 Settings & Management

3.7.1 How many Non-IATA Agencies can an IATA Agency contract?

There is no limit to the number of Non-IATA agencies a consolidator can contract.

3.7.2 Why don't I have "Settings" and "Management" areas available?

Only super users have access to "Settings" and "Management" areas.

3.7.3 Can I easily check the credit available for my sub-agencies?

Yes, consolidators can check all their sub-agencies current balance at "Agencies Balance" page available in the "Management" area, and select the agencies they wish to send a low balance alert. Only available to super users.

3.7.4 How can I check the transactions of my current account?

You can check your transactions in the “Account Transactions” page in the “Management” area. Only super users are able to see the “Account Transactions” section.

3.7.5 Can I export reports regarding my activity in TTS Consolidator?

Yes, there’s a “Reports” section available in the “Management” area where users can export ticketing reports (per PNR, Ticket or Segment) and account reports. Only available to super users.

3.7.6 Are private fares supported in TTS Consolidator?

Yes, consolidators’ super users can manage private fares through “Management” area.

3.7.7 What kind of private fares does TTS Consolidator support?

Consolidators can define Cat35, Account Code, Tour Code and Published Private Fares.

3.7.8 How can I choose the language used in TTS Consolidator?

TTS Consolidator displays the language of your browser. To change the TTS Consolidator language you should change the language of your browser. If the language of your browser is not supported by TTS Consolidator, then English is automatically selected.

4 Finance

4.1 How much does TTS Consolidator cost?

For Non-IATA agencies, please contact your IATA consolidator for pricing information.
For IATA consolidators, please contact us at info@tts.com.

5 Support

5.1 Who gives support to TTS Consolidator?

Support for TTS Consolidator and all TTS solutions is granted by TTS. Yet, depending on the country, the first line of support may be the local representative. For more information, email us at info@tts.com.

5.2 How do I contact TTS for support issues?

TTS Support Team can be contacted at the following email: support@tts.com.

5.3 What agency details are required when raising support issues?

When raising a support ticket, please include a description of the issue, PCC/SID, SON/BSI, PNR and any relevant screen captures. This information will help us better understand the issue you are reporting and optimize the support response time.

6 About

6.1 Who is TTS?

TTS - Travel Technology & Solutions, is a global company dedicated exclusively to create innovative solutions for the travel industry. TTS Team is 100% composed by Travel Industry experts with experience in Travel Agencies, GDS’s and Airlines. TTS is a member of Travelport Developers Network and the solutions work exclusively with Travelport GDS - Galileo, Apollo and Worldspan.

About this document

This document reflects the status of TTS Consolidator at publication date. New versions may introduce changes that will only be reflected on revised documents. For the latest information, please contact us at support@tts.com.