

Introduction

Consolidated Travel provides online agents with the ability to queue booking requests (via the GDS) to its **Quickticket Robot** system for GDS or NDC tickets to be issued (or voided) automatically without any user interaction, 24 hours a day, 7 days a week. The process and requirements for agents are outlined below.

Process

Consolidated Travel will accept bookings on its Amadeus Office ID, Sabre PCC or Galileo PCC for robotic issuing of tickets and voiding of tickets. These processes are subject to the Quickticket Robot Requirements outlined further below.

Issuing Tickets

The process to ISSUE tickets is as follows:

1. Agents queue PNR to Consolidated Travel (CT) PCC/OID on specified **Ticket** queue number
2. Quickticket Robot will issue ticket (as per Quickticket rules, processes and commissions).
3. Remarks will be added to PNR with details about the ticket issue or failure
4. PNR will be rejected if any problems occur during ticketing and;
 - o an email will be sent to the Agency (nominated email address) and CT staff with details of the issue and;
 - o Rejected PNRs will be automatically queued to your ticket centre and handled by CT staff during business hours (depends on the issue, e.g. credit limit exceeded will not be handled by staff and will require agent's attention)
5. PNR will be queue placed back to Agent's nominated Successful/Unsuccessful queues (if specified).
6. Invoices will be emailed to agents for all tickets issued (same as per Quickticket)
7. Reissues and Refund requests to be handled by Agents using Quiktravel (not Quickticket Robot)
8. Commission levels can be viewed by Agents in Quiktravel
9. Bookings will be processed approximately every 2-5 minutes

PNR Remarks when ISSUING tickets

Whether the ticket issue is processed successfully or not, a remark will be added into the PNR advising the outcome and queued back to the Agent queue. The below table outlines the messages created by the Quickticket Robot in the PNR when an ISSUE is processed, what it means and what action is taken.

Message in PNR Remarks	What does the message mean?	Queued to ✓ SUCCESSFUL / ✗ UNSUCCESSFUL queue	Email Agent	Action Required By
Quickticket Robot SUCCESSFULLY ISSUED TICKETS FROM PQ1 10JAN18 1120	Tickets were successfully issued.	✓		
Agent is not set up for robotic ticketing. PNR needs to be processed manually.	Quickticket Robot has not been setup or configured correctly. Check with your ticket office / sales representative.	✗	✓	Ticket Office
Tickets already exists in the PNR	If tickets already exist in the PNR, then no further tickets will be issued for the PNR – to avoid duplicate issues.	✗	✓	Agent
There is no valid stored fare in the PNR	Tickets will not be issued unless a valid stored fare exists in the PNR	✗	✓	Agent
Not all passengers or segments have valid stored fare	All passengers and segments require a valid stored fare for tickets to be issued.	✗	✓	Agent

Agency is not allowed to issue {CASH/CREDIT} tickets thru the robot.	You need to ensure that the form of payment used in the PNR is authorised for your Quikticket Robot profile.	✘	✔	Agent
Validation failed on fare, taxes and or commission.	There was an issue identified during the validation of the fare, taxes and/or commission. Check these items.	✘	✔	Ticket Office
Credit Limit exceeded for account {0}	Agency has exceeded the Quikticket Robot credit limit for cash transactions and no further cash tickets can be processed.	✘	✔	Agent
Available Credit is unavailable for account {0}	There was a problem with determining the Agency credit limit or it may not be set up correctly. Retry the PNR later or contact your Ticket Office or sales representative.	✘	✔	Agent
Carrier QF is not set up to issue tickets thru the robot.	The Quikticket Robot validates against airlines that the Agency is allowed to issue tickets on and will not issue tickets for any unauthorised airlines. Check with your Ticket Office or sales representative if you need access to the airline.	✘	✔	Ticket Office
{Any stored fare validation errors}	Quikticket Robot will process many validations before issuing off the stored fare. If there are any issues, details will be provided in the remarks.	✘	✔	Ticket Office
Tickets have not been issued for pax SAMPLER JOHN	Quikticket Robot will issue tickets for all passengers in the PNR. If there are any problems for certain passengers, it will not issue tickets for those particular passengers but may have issued tickets for others. You will need to send a PNR for any unsuccessful passengers to try it again.	✘	✔	Ticket Office
{Any CRS Errors}	When Quikticket Robot encounters any GDS related errors such as connection errors.	✘	✔	Ticket Office

Voiding Tickets

The process to VOID tickets is as follows:

1. For **non-NDC bookings**, Agents will need to add remarks in the PNR as follows:
 - To Void all tickets in a PNR – **ROBOTVOIDALL**
 - To Void specific tickets in a PNR – **ROBOTVOID-<TicketNumber>** (E.g. **ROBOTVOID-0185795459063**). You can enter multiple tickets by repeating the command on separate lines for each ticket.
 - **Note:** The remarks in the PNR can only contain ONE type of void option. If there are two options listed in the remarks, the booking will be rejected with an error stating that only one void option is allowed. See below table for other Void Errors.
 - **Remarks Field entry for:**
 - Amadeus: **RMROBOTVOIDALL** (or replace **ALL** with **-<TicketNumber>**)
 - Sabre: **5ROBOTVOIDALL** (or replace **ALL** with **-<TicketNumber>**)
 - Galileo: **NP.ROBOTVOIDALL** (or replace **ALL** with **-<TicketNumber>**)
 - Enter **Received From** field:
 - Amadeus: **RF[Insert Name or ID]**
 - Sabre: **6[Insert Name or ID]**

- Galileo: R.[Insert Name or ID]
 - End and Retrieve PNR - ER
- 2. For **NDC Bookings**, all tickets within NDC order will be voided – no PNR Remarks required.
- 3. Agents queue PNR to Consolidated Travel (CT) PCC/OID on specified **VOID** queue number
- 4. Quickticket Robot will void the ticket/s.
- 5. Remarks will be added to PNR with details about the ticket void or failure (see table below).
- 6. PNR will be rejected if any problems occur during voiding and;
 - an email will be sent to the Agency (nominated email address) and CT staff with details of the void (depending on the issue) and;
 - Rejected PNRs will be automatically queued to your ticket centre and handled by CT staff during business hours (depends on the issue, e.g. wrong ticket number will not be handled by staff and will require agent’s attention). See Void Errors table below.
- 7. PNR will be queue placed back to Agent’s nominated Successful/Unsuccessful **VOID** queues (if specified).
- 8. Bookings will be processed approximately every 2-5 minutes

PNR Remarks when VOIDING tickets

Whether the Void is processed successfully or not, a remark will be added into the PNR advising the outcome and queued back to the Agent queue. The below table outlines the messages created by the Quickticket Robot in the PNR when a VOID is processed, what it means and what action is taken.

Message in PNR Remarks	What does the message mean?	Queued to ✓ SUCCESSFUL / ✗ UNSUCCESSFUL queue	Email Agent	Action Required By
Quickticket robot has voided ticket xxx-xxxxxxxxxx on 01JAN at 1330	The requested ticket was successfully voided.	✓		
No ticket numbers exist in our system or is not live in our system. Please verify ticket numbers.	The ticket numbers specified in the PNR remarks for voiding does not exist in our system or is already cancelled. Only live tickets which have been issued by Quickticket can be voided.	✗	✓	Agent
Agent is not set up for robotic ticketing. PNR needs to be processed manually.	Quickticket Robot will only accept void requests from authorised agents.	✗	✓	Ticket Office
PNR remarks contain request to void individual tickets and all tickets, only one request is allowed	Remarks contains two types of voiding options (ROBOTVOIDALL & ROBOTVOID-XXXXXXXXXXXX). Delete either option and try again.	✗	✓	Agent
PNR remarks does not contain any valid voiding request	No valid void requests were found in the PNR remarks (ROBOTVOIDALL or ROBOTVOID-XXXXXXXXXXXX). Add appropriate request and try again. *	✗	✓	Agent
Ticket Number xxxxxxxxxxxx does not exist or is not live in our system. Please verify ticket number	Requested ticket number for voiding doesn't exist or is already cancelled according to Quickticket records. Only tickets considered live from our records can be voided.	✗	✓	Agent
ERROR - Quickticket robot could not void ticket xxxxxxxxxxxx on 01JAN at 0935. Please void manually in the GDS - {GDS error message}	An attempt was made to void the ticket but due to most likely a GDS error, it failed to void the ticket. Any GDS error message will also be shown. This could happen when a void is attempted after midnight.	✗	✓	Ticket Office

ERROR - Quikticket robot could not find any tickets in PNR to void on 01JAN at 0830	The ticket numbers requested in the remarks could not be found in the PNR or the tickets specified do not belong to the PNR. *	✘	✔	Agent
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* **Not applicable to NDC bookings.**

Quikticket Robot Requirements

Agents sending PNRs to the Quikticket Robot queue must acknowledge and adhere to the following conditions in conjunction with the **Quikticket Terms and Conditions** and **Terms of Trade** as per Consolidated Travel Credit Application form.

1. Ensure security access is setup between CT and Agency PCC/OID (same as Quikticket):
 - a. Sabre Agents: Global Security / Branch Access
 - b. Galileo Agents: Ad Hoc Data Share (Including HTE queueing access)
 - c. Amadeus Agents: Extended Office Security (PNO, PNG, QUE, TST & PDR Write access)
2. For Ticket Issues:
 - a. All sectors and passengers in the PNR will be issued
 - b. PNR MUST contain stored fares for all passengers and sectors
 - c. Form of Payment MUST be stored in PNR (Credit Card subject to approval)
 - d. PNR must contain all necessary SSR documents (e.g. passenger passport details, age, etc.)
 - e. Any stored fare with Agent's exclusive private fares (which are not available to CT) will incur ADMs payable by the agent
3. For Ticket Voids:
 - a. All specified tickets in the PNR will be voided when sent to the Void Queue.
 - b. For NDC bookings, all tickets will always be voided.
 - c. All ticket voids not processed successfully will not be responsibility of Quikticket Robot.

Quikticket Terms & Conditions also apply which can be located at <https://onlinehelp.quik.travel/quiktravel/docs/quiktravel-termsconditions.pdf>.

Terms & Conditions of Trade can be found online on Consolidated Travel website at <https://consolidated.travel/media/1181/consolidatedtravel-accountapplicationform.pdf>

Fees

The fees to use the Quikticket Robot service is outlined below. The cost is based on an ongoing annual license fee (for each ticketing PCC/OID that bookings are queued to) and transaction charge per ticket issued. There are no fees for ticket voids being processed. All fees attract GST.

NOTE: Prices shown do NOT apply for self-plating agents. Self-plating agents will be priced on Application.

Fees:

- **Annual Fee \$550** including GST per Ticketing PCC/OID used by agents
- **Ticket Fee \$1.10** including GST

The Annual fees will be invoiced at commencement and charged on every anniversary. The ticket fee will be applied to each ticket and included in the invoices, which are emailed after ticket issue, as a service fee.

How to Register

To register for the Quicket Robot, you must complete the Registration / Authorisation section below and send it to your business development manager.

Once your application has been completed and your account activated, you will be able to queue your bookings directly from the GDS to the PCC and Queue number provided below.

GDS	Ticketing PCC / OID	Ticket Queue	Void Queue	Queue Ticket command example
Sabre	VT31	150	88	QP/VT31 150 /11
Galileo	EZI	69	88	QEB/EZI/ 69
Amadeus	MELA82118	89	88	QE/MELA82118/ 89

Support

If there are any issues encountered with the Quicket Robot system, please log a call with support and provide as much detail as possible about your request.

help@quik.travel

Registration / Authorisation

Agents will need to fill in all details below except areas shaded in grey and marked as “Internal Use Only”. Once complete, please provide to your sales representative so that they can lodge the form for processing.

Agency Details

Agency Name			
Account Number <small>The account number as shown on your invoice/statement, e.g. MEL123456</small>		Agency Code <small>Used to log into Quiktravel, e.g. ABCD</small>	
Agency Manager			
Contact Number			

Settings

		Internal Use Only:				
GDS <small>(Sabre, Amadeus or Galileo)</small>	Booking PCC/OID <small>(Specify the PCC/OID where your bookings originate from)</small>	Ticketing PCC/OID <small>(Ticketing PCC/OID where tickets are issued)</small>	Return Queues (OPTIONAL) <small>(The queue number where bookings should be returned on your PCC after processing.* Leave blank if you don't need bookings queued back.)</small>			
			Successful Queue <small>(when ticket is issued or voided)</small>		Unsuccessful Queue <small>(when ticket is NOT issued or voided)</small>	
			Issue <small>(when ticket is issued)</small>	Void <small>(when ticket is voided)</small>	Issue <small>(when ticket is NOT issued)</small>	Void <small>(when ticket is NOT voided)</small>
Quikticket Robot Notification Email <small>(email address receiving all robot notices)</small>						
Commencement Date <small>(when you want to start sending bookings)</small>			<input type="checkbox"/> As soon as possible OR specific date:			

* Agent must ensure that queue numbers are setup in their PCC/OID for Galileo and Amadeus. Please only use queue numbers between 26 and 999 (or 99 for Amadeus). Note: The Quikticket Robot can be setup in 1-5 business days. It will be quicker if the specified PCC/OID is already setup with Quikticket.

Internal Use Only – to be completed by Sales	
Annual Fee	\$
Ticketing Fee	\$
Bill Start Date	
Processed By	

On behalf of the Agency, I acknowledge and agree to the Quikticket Robot process, fees and requirements outlined in this document.

(Agency Manager Signature)

(Date)