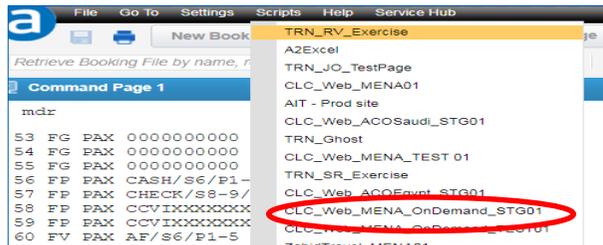


## Prerequisites

1. Internet Connection
2. Internet Explorer 11 or Google Chrome for optimized display
3. Credentials required to login to Sell Connect.
4. CLC Smart script and On demand feature configured in Sell Connect

## On Demand Feature

1. Provision to retrieve the customer data for a specific Customer ID.
2. In Sell Connect, TA to click on Scripts option in the menu bar and then the ON DEMAND feature option under it.



## Output

```
Customer Type: Type 12
Customer Name: Name 12
Credit Limit: 10000
Available Credit: 200
Currency Code: EUR
Is Blacklisted Customer: Yes
Available Credit Days: 25
Current Balance: 2000
Credit Exceeded: 8000
Last Updated On: 2017-08-24 08:11:48.153
```

## Valid TTP commands

1. Elements accompanied with TTP commands PAX, INF, P1..., ET, RT and TTP/<bypass-keyword>.
2. If there exists no FP element or if the FP element available in the PNR does not match with the

## Invalid TTP commands

1. TTP/<Passenger-Segment association>
2. TTP/<TST-Passenger association>
3. TTP/<Segment>

## Commonly Triggered Validations/Process Flow

1. As per the Business Rules configured in the admin module if the requested TST amount
  - a. Is equal to or more than the rejection Value, PNR is rejected with a message - **Request rejected as per Business Rules.**
  - b. is equal to or more than the approval (L1 or L2) then PNR is sent for approval with a message – **PNR has been sent for approval.**
  - c. is less than the approval/rejection value then it is sent for issuance with a message - **Credit Limit updated successfully.**
2. If the PNR status = **Pending Approval1/Pending Approval 2** and the action to take as per the Business Rules configured in the admin module is **Send for Approval1/ Send for Approval2**. The application prompts the TA to confirm to the question **PNR is already sent for approval. Old request will be deleted and a new request will be created for approval. Do you want to continue the process?**
  - a. Click of YES, the PNR is again sent for approval with a message - **PNR has been sent for approval.**
  - b. Click of NO, process stops.
3. If the PNR is rejected and by the approver and if the TA enters TTP again and if as per the updated Business Rules the PNR is to be sent for approval then TA has to confirm

to the question - **PNR was rejected before and a new request will be created for approval. Do you want to continue the process?**

- a. Click on YES – PNR is sent for approval with a message **PNR has been sent for approval**
- b. Click on NO – process stops.

4. After the approval of a PNR, if the TA updates it such that the ticketing amount is greater than the approved amount; then the process starts from the beginning.

## Other Validations/Process Flow

1. Appropriate validations in case the authentication fails; is displayed.
2. There is a mention of where the error is being sent from – BackOffice or Application; so that the TA can contact the appropriate team.
3. If TTP is not entered against a PNR then an error message is displayed – Sorry! No active PNRs found.
4. If the keyword used to bypass a PNR is incorrect and/or the duty code of the TA who entered the command is invalid, error message is displayed - Command entered is not eligible for CLC.
5. If there exists no FP element or if the FP element available in the PNR does not match with the available in the PNR does not match with the configured value, error message is displayed - **FP element is missing in the requested TST. Please check.**
6. If there exists no Customer ID exists in the PNR – Travel Agent is prompted to enter the same.

7. Multiple Customer IDs exists – Travel Agent is asked to enter the desired option. Customer Data of valid Customer ID is retrieved.
8. If the Customer ID does not exist then error message is displayed – **Invalid Customer Reference Identifier**
9. If the PNR does not contain any TST - **PNR does not contain TST(s). Please check**
10. If the customer is blacklisted then the process is stopped with an error message - **Customer is blacklisted.**
11. If the Available Credit Days <= 0, error message is displayed - **Request rejected as the customer does not have enough credit days available"**
12. If the customer name/type configured in the admin module under the Auto Bypass feature section, then the PNR is bypassed automatically when the TA enters TTP cmd.
13. If there exists a currency code mismatch between the TSTs then an error message is displayed – **Currency code mismatch in TST(s)**
14. If there exists a currency code mismatch between the TST and the currency code captured from customer data then an error message is displayed - **Currency mismatch between Customer Data and TST(s)**

### Summary of Notifications

Status	Sent To	Copied To
<b>Pending Approval 1</b>	L1 Approval Managers	Travel agent/Default Email Address
<b>Pending Approval 2</b>	L2 Approval Managers	Travel agent/Default Email Address
<b>PNR approved by L1 Approval Manager</b>	TA/Default Email Address	Approval Manager =1
<b>PNR approved by L2 Approval Manager</b>	TA/Default Email Address	Approval Manager =2 [Skip Approver 1 = TRUE]
<b>PNR approved by L2 Approval Manager</b>	TA/Default Email Address	Approval Manager = 1 & 2 [Skip Approver 1 = FALSE]
<b>PNR rejected by L1 Approval Manager</b>	TA/Default Email Address	Approval Manager =1
<b>PNR rejected by L1 Approval Manager</b>	TA/Default Email Address	Approval Manager =2 [Skip Approver 1 = TRUE]
<b>PNR rejected by L2 Approval Manager</b>	TA/Default Email Address	Approval Manager = 1 & 2 [Skip Approver 1 = FALSE]
<b>Manual Bypass</b>	L1 & L2 Approval Managers	Travel agent/Default Email Address

Quick card

## Credit Limit Control

Travel Agent v1

November 2017

