

## Flexi Shopper User Guide

Update 1.6.9/07Apr10



#### **Objective**

- Flexi Shopper is targeted to reduce travel consultant's time spent on availability search by up to 60%\*.
- Flexi Shopper will:
  - Remove repetitive availability search command entries
  - Display availability results of a date rage in one screen
  - Integrate availability search with selling action (sell and waitlist)

\* Assumption: travel consultant uses 60 seconds to search and record availability of 15 flight/date (@ 4 second each) where Flexi Shopper will display the result within 25 seconds

#### Possible usage scenario

- Client calls and asks for the Cathay Pacific (CX) HKD4000 promotional fare to London (Q/cl) who plan to travel in the 3rd week of May with 3 other family members, ie 4 Q/cl seats are required.
- Agent can switch on the Flexi Shopper to do a quick search on all CX flights during that period and advise the passenger which date is available.
- In the example, agent can immediate offer all CX253 to clients
- However, in case client prefers to fly on CX251/22May, agent can immediate upsell client to the S/cl fare as s/he will see there is 4 S/cl open on that flight.



#### **Starting Flexi Shopper**



#### Inputting parameters

$\frac{1}{19} \frac{1}{20} \frac{1}{10} \frac{1}{10} \frac{1}{10} \frac{1}{10} \frac{1}{20} \frac{1}{20} \frac{1}{20} \frac{1}{10} \frac{1}{10} \frac{1}{10} \frac{1}{20} \frac{1}{20} \frac{1}{10} \frac$	HKG LON		19/05	25/05	<b></b>			🔁 Go
CX255HKGLHR00350620CCCCC99CX257HKGLHR095516009999999CX253HKGLHR1500210099999999CX251HKGLHR23550540CC000C00ow user to teriaerridesearch teriaFossible results: $1-9 =$ number of seats available $0 = no seat but waitlist allowedA = availableB = 0n requestL = waitlist openC = waitlist closeWhen clink on the << or>> button, the systemwill search next day (ie+/-1 day) availability$	1		MAY MAY 19 20 Wed Thu	1AY MAY MAY 21 22 23 Frit Sat Sun	MAY MAY 24 25 Mon Tue			
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	CX255 HKG	LHR 0035	0620 C C	сс	99			
CX253   HKG   LHR   1500   2100   9   9   9   9   9   9   9   7     CX251   HKG   LHR   2355   0540   C   C   C   9   C   C     pow user to erride search teria   Possible results:   •   1-9 = number of seats available   •   >> button, the system will search next day (ie   +/-1 day) availability     •   0 = no seat but waitlist allowed   •   A = available   •   +/-1 day) availability     •   L = waitlist open   •   C = waitlist close   •   •   •	CX257 HKG	LHR 0955	1600 9 9	C 9 9	2 9			
CX251 HKG LHR 2355 0540 C C C C C C C C C C C C C C C C C C C	CX253 HKG	LHR 1500	2100 9 9	9 9 9	9 2			
	ow user to erride search teria	Po:	ssible results: 1-9 = number of s 0 = no seat but w A = available R= on request L = waitlist open C = waitlist close	seats availat vaitlist allow	ole ed	When clink >> button, t will search u +/-1 day) av	on the << or the system next day (ie railability	

### Selling the direct flight

=)	p City	Arr Cit	y Di	rect Only	Fron	n Date	e (DD/	MM)	Tot	Date (	DD/M	M)	Tin	ne	AirL	ine C	lass	Seat	ſ	📥 c	20
	HKG	LON			<	<	19/0	5 🗸	25/0	)5 🔽		>	00:	00	сх		Q	4	L	1= 0	70
						MAY 19 Wed	MAY 20 Thu	MAY 21 Fri	MAY 22 Sat	MAY 23 Sun	MAY 24 Mon	MAY 25 Tue									
	CX255	HKG	LHR	0035	0620	С	С	С	С	С	9	9									
	CX257	HKG	LHR	0955	1600	9	9	С	9	9	9	9									
	CX253	HKG	LHR	1500	2100	9	9	9	9	9	9	9									
	CX251	HKG																			
		Into		4   J9   C	9   D9   I	9 79	B9	н9   к	9 M9	L9	<u>v9</u> s	9 119		oc						8	
		Into	F4 A	4   J9   C	9   D9   I	9 49	B9	н9   к	9 M9	19	<u>V9</u> S	9 <u>N9</u> V	Vher	n mo	use c	lick	on th	ne			
	CX271	HKG	AMS	4 J9 C9 0015	0635	9 ¥9	B9 C	нэк	9 M9	L9	V9 S	9 N9 V fl	Vher light,	oc n mo /date	use c e box	lick (	on th full	ne			
	CX271 VG215	HKG AMS	AMS LCY	4 J9 C9 0015 0800	9 D9 I 0635 0810	9 Y9 C 4	B9 C 4	H9 K	9 M9	19	V9 S	9 N9 V fl a	Vher light,	n mo /date ibility	use c e box / list	lick ( , the	on th full be d	ne	/ed:		
I	CX271 VG215 CX271 KL2753	HKG AMS HKG AMS	AMS LCY AMS	4 J9 C 0015 0800 0015 0800	0635 0810 0635 0810	9 Y9 4 C	B9 C 4 C	H9 K C 3 C	9 N9	L9	V9 S C 3 C	9 N9 V fl a	Vher light, vaila	n mo /date bility F ava	use c e box / list iilabl	lick ( , the will   e sea	on th full pe d at > 1	ne isplay reque	/ed: este	d	
F	CX271 VG215 CX271 KL2753 CX271	HKG AMS HKG AMS HKG	AMS LCY AMS LCY AMS	4 J9 C 0015 0800 0015 0800 0015	0635 0810 0635 0810 0635 0810 0635	9 ¥9 C 4 C 9 C	B9 C 4 C 9 C	H9 K C 3 C 9 C	(9 M9	19	V9 S C 3 C 9 C	9 N9 V fl a	Vher light, ivaila l	n mo /date ibility F ava seat,	use c e box / list iilabl insta	lick ( , the will   e sea nt se	on th full oe d at > 1 ell	ne isplay reque	ved: este	d	
F	CX271 VG215 CX271 KL2753 CX271 KL2755	HKG AMS HKG AMS HKG AMS	AMS LCY AMS LCY AMS LCY	4 J9 C 0015 0800 0015 0800 0015 0840	0635 0810 0635 0810 0635 0810 0635	9 ¥9 6 4 9 0 9	B9 C 4 C 9 C 9	H9 K C 3 C 9 C 9	9 M9	19	V9 S C 3 C 9 C 9	9 N9 V fl a	Vher light, ivaila l s	n mo /date ibility F ava seat, F ava	use o e box / list ilabl insta ilabl	lick ( , the will ( e sea nt sea	on th full be d at > r ell at < r	ne isplay reque	ved: este	d	
F	CX271 VG215 CX271 KL2753 CX271 KL2755 CX271	HKG AMS HKG AMS HKG AMS HKG	AMS LCY AMS LCY AMS LCY AMS	4 J9 C 0015 0800 0015 0800 0015 0840 0015	0635 0810 0635 0810 0635 0855 0855	9 ¥9 C 4 C 9 C 9 C	B9 C 4 C 9 C 9 C 9 C	H9 K C 3 C 9 C 9 C	9 119 C 9 C	19	V9 S C 3 C 9 C 9 C	9 N9 V fl a	Vher light, ivaila l s l s	n mor /date bility F ava seat, F ava	use c e box / list ilabl insta ilabl	lick of , the will l e sea nt se e sea nt w	on th full oe d at > i ell at < i raitli	ne isplay reque reque	ved: este	d	
F	CX271 VG215 CX271 KL2753 CX271 KL2755 CX271 VG217	HKG AMS HKG AMS HKG AMS HKG AMS	AMS LCY AMS LCY AMS LCY AMS LCY	4 J9 C 0015 0800 0015 0800 0015 0840 0015 0840	0635 0810 0635 0810 0635 0855 0855 0855	9 ¥9 4 9 9 0 9	B9 C 4 7 9 0 0 1 0 3 1 1 1 1 1 1 1 1 1 1 1 1 1	H9 K 3 C 9 C 9 C 4	9 119 C 9 C 7	19	V9 S C 3 C 9 C 3 3	9 <u>N9</u> fl a •	Vher light, ivaila l s l s	n mol /date bility F ava seat, F ava	use o e box / list ilabl insta ilabl insta	lick ( , the will ( e sea nt se e sea nt w	on th full be d at > r ell at < r raitli	ne isplay reque reque st	ved: este	d	

#### Selling the direct flight

alileo Desktoj	p - PROD	IOITOU	۹_1															
Edit Session	Window	Options	Companio	ns Help	)													
Q 💽 🌛		? 🕻	+2    alc	<b>a</b>	<b>2</b> R 1	4			-	• (	<b>)</b> t 9	r.		MĽD	<b>'</b> ©1	ARO		A
								-		+	r °							7
RODUCTION_	1	_						,		~~		01.00	_			_		
. CX	253	Q :	21MA	t Hk	GLI	HR	нs	4	15	00		2100	0			E	E F R	
®, Flexi Sho	pper v1.	6.9																
Dep City	Arr Cit	Y Di	rect Only	Fron	n Date	(DD/	MM)	To D	)ate (I	DD/MI	M)	Time	Air	Line	Class	Seat		
HKG	LON			<	<	19/0	5 🕶	25/0	5 🛩	>>	>	00:00		сх	Q	4		Ð I
21-05-2	:010 HKG	/LHR C	X253 Q9		MAY 19 Wed	MAY 20 Thu	MAY 21 Fri	MAY 22 Sat	MAY 23 Sun	MAY 24 Mon	MAY 25 Tue							
CX255	HKG	LHR	0035	0620	С	С	С	С	С	9	9							
CX257	HKG	LHR	0955	1600	9	9	С	9	9	9	9							
CX253	HKG	LHR	1500	2100	9	9	9	9	9	9	9							
CX251	HKG	LHR	2355	0540	С	С	С	С	9	С	С							
BA8731	FRA	LCY	0700	0740	6	9			С	2	7							
CV200	WZC	ED V	2250	0600	0	C	2	C	0	0	0							_

#### Upselling the available seats

HKG	Arr Cit LON	Y Dir	rect Only	From <	n Date	<mark>(DD</mark> / 19/0	'MM) 5 🔽	To D 25/0	ate ( 5 🔽	DD/MN	1) ·	<b>Time</b> 00:00	Ai	rLine CX	Clas Q	s Sea 4	t	•	Go
21-05-2	:010 HKC	G/LHR C	X251 NO		May 19 Wed	May 20 Thu	May 21 Fri	May 22 Sat	May 23 Sun	May 24 Mon	May 25 Tue								
CX255	HKG	LHR	0035	0620	С	С	С	С	С	9	9								
CX257	HKG	LHR	0955	1600	9	9	С	9	9	9	9								
CX253	HKG	LHR	1500	2100	9	9	9	9	9	9	9								
CX251	HKG	LHR	2355	0540	С	С	С	С	9	С	С								
			5   05   05	, 100   1	0 119		115   K.	5 115	1121	v   N.	K								
CX271	HKG	AMS	0015	0635	С	С	С			С	С				0/0	class			^
VG215	AMS	LCY	0800	0810	4	4	3			3	3				clo	sed h	out		
CX271	HKG	AMS	0015	0635	С	С	С			С	С				S/c	lacci	nor		
KL2753	AMS	LCY	0800	0810	9	9	9			9	9					h 0 c	oper		
	HKG	AMS	0015	0635	С	С	С	С		С	С				vv i t	il 9 3 ilahl	cais		
CX271	AMS	LCY	0840	0855	9	9	9	9		9	9				ava	mapi	e		
CX271 KL2755	THZC	AMS	0015	0635	С	С	С	С		С	С								
CX271 KL2755 CX271	HKG	T C 37	0840	0855	3	3	4	7		3	3								
CX271 KL2755 CX271 VG217	AMS	тсі		0625		С	C												
CX271 KL2755 CX271 VG217 CX271	AMS HKG	AMS	0015	0633															
CX271 KL2755 CX271 VG217 CX271 KL1007	AMS HKG AMS	AMS LHR	0015 0830	0900		9	9												~

### Selling the connecting flights

p City Arr Cit	Y Direct On	ly Fron	n Date	(DD)	/MM)	To D	)ate (	DD/MI	4)	Time	AirLi	ne Cla	iss Sea	it	🔥 Go	
HKG LON		<		19/0	)5 🔽	25/0	5 🗸	>>		00:00	сx		4	:		
21-05-2010 HKG	7∕LHR CX253 Q	9	MAY 19 Wed	MAY 20 Thu	MAY 21 Fri	MAY 22 Sat	MAY 23 Sun	MAY 24 Mon	MAY 25 Tue							
CX255 HKG	LHR 0035	0620	С	С	С	С	С	9	9							
CX257 HKG	LHR 0955	1600	9	9	С	9	9	9	9							
CX253 HKG	LHR 1500	2100	9	9	9	9	9	9	9							
CX251 HKG	LHR 2355	0540	С	С	С	Гс	9	С	С							
BA8731 FRA	LCY 0700	0740	6	9			C	2	7							^
BA8731 FRA CX289 HKG	LCY 0700 FRA 2350	0740	6	9 C	2	С	C 9	2	7							^
BA8731 FRA CX289 HKG BA901 FRA	LCY 0700 FRA 2350 LHR 0725	0740 0600 0810	6 9 8	9 C	2 C	С 6	C 9	2 9 9	7 9 9							^
BA8731 FRA CX289 HKG BA901 FRA CX CX289	LCY 0700 FRA 2350 LHR 0725 F4 A4 J9	0740 0600 0810 C9 D9 I	6 9 8 9 Y9	9 C B9	2 C H9 K	С 6 9 М9	C 9 5 19	2 9 9 V9 S:	7 9 9 9 N9	Q9 OC					×	<u>~</u>
BA8731 FRA CX289 HKG BA901 FRA CX CX289 BD: CX289 BA901 C	LCY 0700 FRA 2350 LHR 0725 F4 A4 J9 J9 C9 D9	0740 0600 0810 C9 D9 I R9 I9 Y	6 9 8 9 Y9 9 B9	9 C B9 H9	2 C H9 K K9 M	C 6 19 M9 19 L9	C 9 5 19 19	2 9 9 V9 S: N9 Q:	7 9 9 9 N9 9 03	Q9 OC 39 G9					<b>X</b>	<u>&lt;</u>
BA8731 FRA CX289 HKG BA901 FRA CX CX289 BD: BA901 CX209 HKG	LCY 0700 FRA 2350 LHR 0725 F4 A4 J9 J9 C9 D9 FKA 2350 LHP 0735	0740 0600 0810 C9 D9 I R9 I9 Y 0600 0810	6 9 8 9 Y9 9 B9	9 C B9 H9	2 C H9 K K9 M	C 6 9 M9 9 L9	C 9 5 1.9 V9	2 9 9 8 9 8 9 8 9 9	7 9 9 9 N9 9 03	Q9 OC 39 G9					<b>X</b>	
BA8731 FRA CX289 HKG BA901 FRA CX CX289 BA BD: BA901 BA301 FRA CX289 HKG	LCY 0700 FRA 2350 LHR 0725 F4 A4 J9 J9 C9 D9 FRA 2350 LHR 0735 FRA 2350	0740 0600 0810 C9 D9 I R9 I9 Y 0600 0810 0600	6 9 8 9 Y9 9 B9 9 9	9 C B9 H9 L	2 C H9 K K9 M L	C 6 9 M9 9 L9 0 9	C 9 5 19 79	2 9 9 8 9 8 9 1 9	7 9 9 9 N9 9 03 9	Q9 OC S9 G9					<b>X</b>	
BA8731 FRA CX289 HKG BA901 FRA CX289 FRA BD: CX289 FRA CX289 FRA	LCY 0700 FRA 2350 LHR 0725 F4 A4 J9 J9 C9 D9 FRA 2350 LHR 0735 FRA 2350 LCY 0810	07740 0600 0810 C9 D9 I R9 I9 Y 0800 0810 0810 0835	6 9 8 9 Y9 9 B9 9 9	9 C B9 H9 L	2 C H9 K K9 M	C 6 9 M9 9 L9	C 9 5 19 V9 9	2 9 9 8 9 8 9 1 9 0	7 9 9 9 N9 9 03	Q9 OC 39 G9						
BA>T31 FRA   CX289 HKG   BA>T1 FRA   CX CX28   BD2 BA   CX29 FRA   CX29 FRA   CX29 FRA   CX29 FRA   CX29 FRA   CX29 HKG   CX29 FRA   CX29 FRA	LCY 0700 FRA 2350 LHR 0725 F4 A4 J9 J9 C9 D9 FRA 2350 LHR 0735 FRA 2350 LCY 0810	0740 0600 0810 C9 D9 I R9 I9 Y 0800 0810 0600 0835	9 9 9 9 9 9 9 9 9 9 9 0 9	9 C B9 H9 L	2 C H9 K K9 M L	C 6 9 M9 9 L9 0	C 9 5 19 V9 9 9	2 9 9 8 N9 0 1 9 C	7 9 9 9 N9 9 03 9	09 OC 39 G9				V	ew log	

#### **Selling the connecting flights**



#### **Creating waitlist**

o Desktop	- PROD	JCTION	_1																
Session V	Vindow (	Options	Companio	ns Help															
Ask 🧕	Gurde 4	? 1+ Ca	2 🥅 Ic 满	r an	2	9		1	-	•	10	ġ 📻		MĽD	6		TW		
127 456	9	<b></b>	s 😵	<u>s</u>	) ĝ		6	2	₹	1	?	B							
UCTION_1																		-	
CX 2	251 1	N 2	21MAY	нк	GLH	IR I	LL4	1	235	55	#(	)540	W			E	i i	rR.	
Flexi Sho	pper v1.	.6.9																	
ep City HKG	Arr Cit LON	Y Di	rect Only	Fron	n Date	<mark>(DD/</mark> ) 19/03	MM) 5 🗸	то D 25/0	)ate (  5 🔽	DD/M	M)	<b>Time</b> 00:00	Air (	Line X	Class Q	Seat			Go
21-05-2	:010 HKG	/LHR C	X251 NO		MAY 19 Wed	MAY 20 Thu	MAY 21 Fri	MAY 22 Sat	MAY 23 Sun	MAY 24 Mon	MAY 25 Tue								
CX255	HKG	LHR	0035	0620	С	C	С	С	С	9	9								
CX257	HKG	LHR	0955	1600	9	9	С	9	9	9	9								
CX253	HKG	LHR	1500	2100	9	9	9	9	9	9	9								
CX251	HKG	LHR	2355	0540	С	С	С	C	9	С	С								_
		F4 A	.3 J9 C	5 D1 I	0 79	B9 ]	H9 K	9 M9	L9	V9   S	9 NO	QC OC							×
CV071	ITTE	a MS	0015	0635	С	С	С			С	с								
UA271	IKG	mri.J	~~~~																
	Session V Session V	Session Window ( Session Window ( Session Vindow ( Session Vind	Session Window Options      Image: Session Window Options     Image: S	Session   Window   Options   Companion     Image: Session   Image: Session   Image: Session   Image: Session   Image: Session     Image: Session   Image: Session   Image: Session   Image: Session   Image: Session   Image: Session     Image: Session   Image: Session   Image: Session   Image: Session   Image: Session   Image: Session     Image: Session   Image: Session   Image: Session   Image: Session   Image: Session   Image: Session     Image: Session   <	Session   Window   Options   Companions   Help     Image:	Session   Window   Options   Companions   Help     Image: Session   Image: Session	Session   Window   Options   Companions   Help     Image: Session   Image: Session	Session   Window   Options   Companions   Help     Image: Session   Image: Session	Session   Window   Options   Companions   Help     Image: Session   Image: Session	Session   Window   Options   Companions   Help     Image: Session   Image: Session	Session   Window   Options   Companions   Help     Image: Session   Image: Session	Session   Window   Options   Companions   Help     Image: Companions   P   Image: Companions   Image: Companions	Session Window Options Companions Help     Image: Session Vindow	Session Window Options Companions Help     Image: Session Window Options Company     Image: Sessin Window Option Company     Image:	Session Window Options Companions Help     Image: Companions Problem     Image: Companions Prob	Session   Window   Options   Companions   Help     Image: Session   Image: Session			

# Please contact your Account Manager if you interest in this product



- Allow user to search and display return legs availabilities on one screen, eg, show HKGLON availabilities on Monday and LONHKG availabilities on Friday.
- Allow user to search multiple Day of Week departures on one screen, eg show CX's HKGLON availabilities on all Mondays in the month of April.

