

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 range 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 immediately offer all CX253 to clients
- However, in case client prefers to fly on CX251/22May, agent can immediately upsell client to the S/cl fare as s/he will see there is 4 S/cl open on that flight.

Inputting parameters

Flexi Shopper v1.6.9

Dep City	Arr City	Direct Only	From Date (DD/MM)	To Date (DD/MM)	Time	AirLine	Class	Seat
HKG	LON	<input checked="" type="checkbox"/>	<< 19/05	25/05 >>	00:00	CX	Q	4

				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	C	C	C	C	9	9
CX257	HKG	LHR	0955	1600	9	9	C	9	9	9
CX253	HKG	LHR	1500	2100	9	9	9	9	9	9
CX251	HKG	LHR	2355	0540	C	C	C	9	C	C

view log

Allow user to override search criteria

Possible results:

- 1-9 = number of seats available
- 0 = no seat but waitlist allowed
- A = available
- R= on request
- L = waitlist open
- C = waitlist close

When click on the << or >> button, the system will search next day (ie +/-1 day) availability

Selling the direct flight

Flexi Shopper v1.6.9

Dep City: HKG | Arr City: LON | Direct Only: | From Date (DD/MM): 19/05 | To Date (DD/MM): 25/05 | Time: 00:00 | AirLine: CX | Class: Q | Seat: 4 | Go

						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		C	C	C	C	C	9	9										
CX257	HKG	LHR	0955	1600		9	9	C	9	9	9	9										
CX253	HKG	LHR	1500	2100		9	9	9	9	9	9	9										
CX251	HKG					F4	A4	J9	C9	D9	I9	Y9	B9	H9	K9	M9	L9	V9	S9	N9	Q9	OC

When mouse click on the flight/date box, the full availability list will be displayed:

- IF available seat > requested seat, instant sell
- IF available seat < requested seat, instant waitlist

view log

Selling the direct flight

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1. CX 253 Q 21MAY HKGLHR HS4 1500 2100 O E FR

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Dep City	Arr City	Direct Only	From Date (DD/MM)	To Date (DD/MM)	Time	AirLine	Class	Seat		
HKG	LON	<input type="checkbox"/>	<< 19/05	25/05 >>	00:00	CX	Q	4		
21-05-2010 HKG/LHR CX253 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	C	C	C	C	9	9
CX257	HKG	LHR	0955	1600	9	9	C	9	9	9
CX253	HKG	LHR	1500	2100	9	9	9	9	9	9
CX251	HKG	LHR	2355	0540	C	C	C	9	C	C
BA8731	FRA	LCY	0700	0740	6	9		C	2	7
CX250	HKG	LHR	2355	0540	9	C	9	C	9	9

Upselling the available seats

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Dep City: HKG | Arr City: LON | Direct Only: | From Date (DD/MM): 19/05 | To Date (DD/MM): 25/05 | Time: 00:00 | AirLine: CX | Class: Q | Seat: 4 | Go

21-05-2010 HKG/LHR CX251 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	C	C	C	C	C	9	9
CX257 HKG LHR 0955 1600	9	9	C	9	9	9	9
CX253 HKG LHR 1500 2100	9	9	9	9	9	9	9
CX251 HKG LHR 2355 0540	C	C	C	C	9	C	C

F4 A3 J9 C3 D0 I0 Y9 B9 H9 K9 M9 L9 V9 S9 NO QC OC

CX271 HKG AMS 0015 0635	C	C	C			C	C
VG215 AMS LCY 0800 0810	4	4	3			3	3
CX271 HKG AMS 0015 0635	C	C	C			C	C
KL2753 AMS LCY 0800 0810	9	9	9			9	9
CX271 HKG AMS 0015 0635	C	C	C	C		C	C
KL2755 AMS LCY 0840 0855	9	9	9	9		9	9
CX271 HKG AMS 0015 0635	C	C	C	C		C	C
VG217 AMS LCY 0840 0855	3	3	4	7		3	3
CX271 HKG AMS 0015 0635		C	C				
KL1007 AMS LHR 0830 0900		9	9				

view log

Q/class closed but S/class open with 9 seats available

Selling the connecting flights

Flexi Shopper v1.6.9

Dep City: **HKG** | Arr City: **LON** | Direct Only: | From Date (DD/MM): **19/05** | To Date (DD/MM): **25/05** | Time: **00:00** | AirLine: **CX** | Class: **Q** | Seat: **4** | **Go**

21-05-2010 HKG/LHR CX253 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	C	C	C	C	C	9	9
CX257	HKG	LHR	0955	1600	9	9	C	9	9	9	9
CX253	HKG	LHR	1500	2100	9	9	9	9	9	9	9
CX251	HKG	LHR	2355	0540	C	C	C	C	9	C	C

BA8731	FRA	LCY	0700	0740	6	9			C	2	7
CX289	HKG	FRA	2350	0600	9	C	2	C	9	9	9
BA901	FRA	LHR	0725	0810	8	C	C	6	5	9	9
CX289	HKG	FRA	2350	0600	9	C	2	C		9	9
LH4722	FRA	LHR	0735	0810	9	L	L	9		L	9
CX289	HKG	FRA	2350	0600	9				9	9	
BD3472	FRA	LCY	0810	0835	C				C	C	

view log

Selling the connecting flights

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PRODUCTION_1

1.	SQ	1	E	23MAY	HKGSIN	HS2	0800	1140	O	E	SU	1
2.	SQ	318	E	23MAY	SINLHR	HS2	1245	1910	O	E	SU	1

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Dep City: HKG, Arr City: LON, Direct Only:

From Date (DD/MM): 19/05, To Date (DD/MM): 25/05, Time: 00:00, AirLine: SQ, Class: E, Seat: 2

23-05-2010 HKG/SIN SQ1 E9
23-05-2010 SIN/LHR SQ318 E9

	MAY 19	MAY 20	MAY 21	MAY 22	MAY 23	MAY 24	MAY 25
	Wed	Thu	Fri	Sat	Sun	Mon	Tue
SQ1	9	9	0	3	9	9	9
SQ318	9	9	9	9	9	9	9

Segments sold as married segments

SQ1	HKG	SIN	0800	1140	9	9	0	3	9	9	9
SQ318	SIN	LHR	1245	1910	9	9	9	9	9	9	9

Creating waitlist

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File Edit Session Window Options Companions Help

EFQ Ask Guide ? 1+2 Calc MCO ARO T W/ ATS

PRODUCTION_1

1. CX 251 N 21MAY HKGLHR LL4 2355 #0540 W E FR

Flexi Shopper v1.6.9

Dep-City Arr-City Direct Only From Date (DD/MM) To Date (DD/MM) Time AirLine Class Seat Go

HKG LON 19/05 25/05 00:00 CX Q 4

21-05-2010 HKG/LHR CX251 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	C	C	C	C	C	9	9	
CX257	HKG	LHR	0955	1600	9	9	C	9	9	9	9	
CX253	HKG	LHR	1500	2100	9	9	9	9	9	9	9	
CX251	HKG	LHR	2355	0540	C	C	C	C	9	C	C	
F4 A3 J9 C5 D1 I0 Y9 B9 H9 K9 M9 L9 V9 S9 N0 QC OC												
CX271	HKG	AMS	0015	0635	C	C	C			C	C	
VG215	AMS	LCY	0800	0810	4	4	3			3	3	

Thank you

Please contact your Account Manager
if you interest in this product

Upcoming development

- 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.