Payment by Payment Card on BDE Ticketing Plate

AGENT GUIDE

Version 1.0

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1.1 GENERAL

Currently air tickets of Aeroflot and UtAir airlines booked through Sirena-Travel CRS from points of sales located in Germany and issued on BSP Germany (BDE) ticketing plate can be paid by Visa, Master Card, AmEx, Diners Club payment cards.

Payment by payment card can be effected in the **Payment via payment card (BSP session)** graphic window, which is displayed upon the click on the **Payment via payment card (BSP session)** button on a dashboard.

1.2 STEP 1. ORDER CREATION

As the first step an Agent creates an order in a terminal emulator, then, before order pricing, Agent shall press the **Payment via payment card (BSP session)** button on the dashboard and will be directed to the **Price** block of the **Payment via payment card (BSP session)** graphic window.

On this step, the rest sections of the window (**Payment card authorization** and **Ticket Issue**) are disabled.

The **Price** block has the following fields:

- **Currency**, where terminal currency (payment currency of BSP Germany terminals) is to be entered.

- **Number of passengers**, which is populated by passengers PNR numbers, for which payment by payment card shall be made. If this field remains unpopulated, it means that air transportation payment is made for all passengers in the order.

- **Payment card type** where Agent chooses the payment card system. This field offers the following options:

  - Visa

  - Master Card

  - AmEx

  - Diners Club

- **CC payment amount**. This field is not mandatory. In case of split payment (CASH+CC) Agent shall enter amount of the payment. For example, if there are no sufficient funds for payment for air transportation of all the abovementioned passengers.

This block contains the **Total price** information window, which displays information after clicking the **Price** button. It displays payment amount by payment card and amount of cash payment, if any. If, in case of split payment, Agent enters amount in the **CC payment amount** field, this information window displays amount of cash payment. Also, amount of cash payment shall be displayed if agency fee is applicable for this transportation, as this fee cannot be paid by payment card.

When entering the **Price** block, the **Price** and **Close** buttons become enabled. After clicking the **Price** button, the system calculates price of air transportation for created PNR by specified passenger number (**Number of passengers** field) and displays results in the **Total price** window. After clicking the **Close** button Agent exits from this graphic window to terminal emulator screen. The **To Authorization** button becomes enabled after pricing process has been completed successfully. After pressing the **To Authorization** button, the **Price** block becomes disabled and control goes to the **Payment card authorization** block, displaying payment amount by payment card in the block name.

1.3 STEP 2. PAYMENT CARD AUTHORIZATION

When entering the **Payment card authorization** block the following buttons are enabled:

- **To pricing** for repricing if passenger disagree with pricing data.

- **Authorization** for payment card authorization according to entered data in this block.

- **Close** to exit to terminal screen if passenger refuses from card authorization before the start of authorization process (that is, before clicking the **Authorization** button).

This button becomes disabled after pressing **Authorization** button. After authorization start (that is, clicking the **Authorization** button), the abovementioned **To pricing** and **Close** buttons become disabled. The **Cancel** and **To Ticket Issue** buttons become enabled after successful completion of

authorization process and display of authorization results in the **Authorization result** information window.

The **Payment card authorization** block consist of the following fields:

- **Payment card number** field, where Agent enters card number for payment for air transportation of selected passengers or all passengers in the order;

- **Payer name** field, where name and surname of a passenger, who is a holder of card by which air transportation is being paid, is entered in Latin characters;

- **Expire date** field where the abovementioned payment card validity term in the *MM/YYYY* format is entered;

- **CVV CVC** field, where three-digit numeric CVV/CVC code of a payment card is entered.

The system controls the abovementioned fields as follows:

- the **Payment card number** field can contain numbers only

- the **Payer name** field can contain Latin letters only

- the **CVV CVC** field can contain three digits only.

After authorization has been completed, the results are displayed in the **Authorization result** information window. If authorization was successful, it displays authorization code and confirmation code.

1.4   STEP 3. TICKETING

The **Payment card authorization** block becomes disabled after pressing the **To Ticket Issue** button, then in its turn the **Ticket Issue** block becomes enabled and the **Paid by CC** notification is displayed in the information window of this block.

In order to allow payment card authorization cancelation upon going to the **Ticket Issue** block, the **Cancel** button should remain enabled right until clicking the **To Ticket Issue** button.

After ticketing process has been completed, the information window displays ticketing results. The notification **Ticket/tickets issued** or **Ticket/tickets not issued** is displayed in the second line, which is followed by ticket price information – authorized amount and amount to be paid in cash, or ticket issuance error notification in case of ticket issuance failure.

When entering the **Ticket Issue** block there are two buttons enabled: **Cancel** and **Issue Ticket**.

Upon clicking the **Issue Ticket** button, a process of ticketing starts with automated page turning in the terminal emulator. The process, which goes after clicking this button, is completed displaying the following notification:

REMEMBER TO FINISH DIALOGUE OR PRINT RECEIPT

If ticketing has been successfully completed, the following three buttons become enabled: **Print CC Payment Receipt**, **Settle** and **Close**. After pressing the **Print CC Payment Receipt** button, receipt for transportation payment by credit card is displayed. In case of ticketing failure, the following two buttons become enabled: **Settle** and **Close**.

1.5 STEP 4. END OF TRANSACTION

Upon pressing the **Settle** button ticketing process is finished (either ticketing results are saved by entering End of transaction query in case of successful ticket issuance, or ticketing results are ignored by entering Ignore query in case of ticket issuance failure). After clicking the **Close** button the Agent exits from the graphic window to terminal emulator.