Group Optimizer

Ad - hoc
Table of Contents

1 Create an Ad hoc request .............................................................................................................................3
2. Ad hoc in fare quoted status .....................................................................................................................4
3. Re-submit ..................................................................................................................................................7
4. Modify ad hoc request ...............................................................................................................................7
   4.1 Downsize..............................................................................................................................................7
   4.2 Upsize................................................................................................................................................9
   4.3 Divide................................................................................................................................................10
   4.4 Change Itinerary ...............................................................................................................................11
5. Cancel request ............................................................................................................................................13
6. Cancel PNR ..............................................................................................................................................14

1. Create an ad hoc request

Click on New booking and select Ad hoc group request from the dropdown menu.
Fill in all the mandatory fields, Minimum pax per group request is 10.

2. **Ad hoc in fare quoted status**

After submitting a request, evaluation is pending. The new ad hoc request is evaluated (fare quoted or rejected) by airline.
To view the relevant offer, track the specific id (Request info -> View request) and click on View details.

Select specific id or search using advanced search filters.

Click on view details and the request id page will open:
## Agent request

**Atoch**

**Round-trip:**

- **Origin:** ATH
- **Destination:** HAM
- **Travel date:** 07-Oct-2021
- **Flight:** A3-824
- **Cabin:** Economy
- **No of Pax:** 11 (1IA)

- **Origin:** HAM
- **Destination:** ATH
- **Travel date:** 14-Oct-2021
- **Flight:** A3-825
- **Cabin:** Economy
- **No of Pax:** 11 (1IA)

**Remarks:** --

**Request id:** G0P46425
**Group name:** test
**Group category:** Atoch
**Requested by:** pantososki@gmail.com
**No of Pax:** 11 (1IA)
**Flexible on dates:** No
**Requested fare:** EUR 150
**Requested date:** 25-May-2021 13:00

[View request details]

## Airline response

**Fare Quoted**

- **Fare:** EUR 272.20
- **Last responded on:** 07-May-2021 12:49
- **Airline remarks:** --

**TIME LIMIT**

- **Fare expires:** 07-Jun-2021 13:37
- **Payment:** 07-Oct-2021 08:05 (100%)
- **Fees:** 07-Oct-2021 07:05

## Airline suggested flights

### ATH-HAM

<table>
<thead>
<tr>
<th>Flight number</th>
<th>Departure date</th>
<th>Arrival</th>
<th>No of Pax</th>
<th>Seats</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3-824</td>
<td>07-Oct-2021 08:05</td>
<td>07-Oct-2021 10:25</td>
<td>11 (1IA)</td>
<td>0</td>
<td>EUR 161.75 [Fare breakdown]</td>
</tr>
</tbody>
</table>

### HAM-ATH

<table>
<thead>
<tr>
<th>Flight number</th>
<th>Departure date</th>
<th>Arrival</th>
<th>No of Pax</th>
<th>Seats</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3-825</td>
<td>14-Oct-2021 11:10</td>
<td>14-Oct-2021 15:10</td>
<td>11 (1IA)</td>
<td>0</td>
<td>EUR 108.45 [Fare breakdown]</td>
</tr>
</tbody>
</table>
NOTE: in case of RT requests, fare breakdown indicated in VIEW DETAILS per leg does not reflect the actual pricing for OW route. OW fares should be requesting via modification.

At the bottom of VIEW DETAILS user can ACCEPT/DECLINE request id.

---

a) **Accept:** PNR is created and the status of ID turns to payment pending.
NOTE: Group PNR can be cancelled before the penalty start date, without any cancellation fees. When entering the penalty period, the cancellation policy will be applied according to terms and conditions.

b) Decline: enter decline reason from drop down menu and submit

3. Re-submit

User can re-submit ids in offer expired, request rejected, request cancelled, offer declined status.

Select Request Info -> View Request -> track the id under offer expired status and click on View details. Scroll down and click on Re-submit.

New id number is generated. The original id will turn to request re-submitted status and no further actions can be made.

4. Modify ad hoc request

4.1. Downsize

To request downsize click on Modify request and select Downsize from the drop-down menu.
e.g. Downsize ad hoc id in fare quoted status

Click on Downsize and a pop-up window appears:
Click on **Send request** to insert a new number of pax for the group.

### 4.2. Upsize

Click on **Modify request** and select **Upsize** from the drop-down menu.

**Upsize**

<table>
<thead>
<tr>
<th>Group name</th>
<th>Request id</th>
<th>PNR</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEST</td>
<td>146881</td>
<td></td>
<td>All</td>
</tr>
</tbody>
</table>

**Request**

- **Group details**: TEST
- **Sector**: LHR → OTP → LHR
- **Number of pax**: 12
- **Status**: Fare Quoted
- **Group change request**: Upsize

**e.g.** Upsize ad hoc id under fare quoted status
Click on Upsize and a pop-up window appears:

![Raise New Group Request](image)

Click on **raise new request**

A new id will be created (**Child id**) under new request status, pending to be evaluated.

### 4.3. Divide

Click on **Modify request** and select **Divide** from the drop-down menu.

**e.g. Divide ad hoc id under fare quoted status**
A pop-up window appears:

Enter a remark and click on Divide request.
A new child id will be created for your reference with the same status as the parent id.

4.4. Change itinerary

Click on Modify request and select Change itinerary from the drop-down menu.
e.g. Change itinerary to an ad-hoc in payment pending status

Click on change itinerary

Group name: test
Origin: Athens (ATH)
Destination: Rome (FCO)
Departure date: 30-Jun-2021
No of pax: 20

Select flight

A3-650
08:30 ATH 09:35 FCO 02:05

Group optimizer ad hoc
After the modification click on UPDATE. Id turns to MODIFY STATUS.

- In case of modification approved, id status changes to fare quoted
- In case of modification rejected, id turns to previous status

5. Cancel request

User can cancel ids only in NEW REQUEST status.
Click Request Info → View request → select request id and click on CANCEL
6. Cancel PNR

To Cancel PNR, click on Request info -> Cancel Booking

Click on VIEW DETAILS and the below page will open.
Click on CANCEL PNR, enter remarks for cancellation and click on SUBMIT

**NOTE:** In case of child id under parent id, user should cancel first the child id and then proceed with the parent id.
Click on CANCEL PNR, enter remarks for cancellation and click on SUBMIT

NOTE:
In case of child id under parent id, user should cancel first the child id and then proceed with the parent id.