Group Optimizer

Series groups
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1. **Create a Series request**

   click on **New booking** and select **Series group request** from the dropdown menu.

   Series group request page appears as per below, user can request min 5 - max 10 departures with maximum 400 passengers in total.

   Fill in all mandatory fields and Click on select Date
User can select the specific departure dates or by date range.

Now click on Proceed to select flights.

The departure dates are already filled in. In case of RT or multicity, user must insert the return date for each group by selecting individual travel date or provide lag days to autofill the travel dates for each group.
Select flights and create group list

Select flight

Athens, GR (ATH)  
Santorini, GR (JTR)  
16-Oct-2019

Santorini, GR (JTR)  
Athens, GR (ATH)  
21-Oct-2019

 OA-352  
07:10 ATH ➔ 07:55 JTR  
00:45

 OA-354  
10:10 ATH ➔ 10:55 JTR  
00:45

 OA-359  
10:35 JTR ➔ 10:20 ATH  
00:45

 OA-359  
18:35 JTR ➔ 19:20 ATH  
00:45

Create List

Click create list

Series group request

1. Selected sector  
ATH ➔ JTR / JTR ➔ ATH

2. Departure date selection  
08-September-2021 to 29-September-2021 / 01-September-2021 to 01-October-2021

3. Flight selection  
OA-350 | OA-351

4. Series list

Confirm the groups list and submit the series request to receive quote from airline. You can modify preferences for individual groups using edit option or can remove any group before submitting the request.

<table>
<thead>
<tr>
<th>Series group</th>
<th>ATH ➔ JTR</th>
<th>JTR ➔ ATH</th>
<th>No of pax</th>
</tr>
</thead>
</table>
| Group 1      | 08-September-2021 / OA-350  
10-September-2021 / OA-351 | 20A |
| Group 2      | 15-September-2021 / OA-350  
17-September-2021 / OA-351 | 20A |
| Group 3      | 22-September-2021 / OA-350  
24-September-2021 / OA-351 | 20A |
| Group 4      | 26-September-2021 / OA-350  
31-October-2021 / OA-351 | 20A |

Series Groups
User can click on ✗ to remove group or click on edit ✉ to make any changes by group. The “edit” window appears:

Make any changes and click on SAVE DETAILS.

Enter any remarks (optional) and Click Submit. A request ID will be generated.
2. View Series offer details

To view the relevant offer, track the specific id (Request info→ View request) and check its status. Click on View details.

In series and multi departure ids the fare indicated in VIEW DETAILS page is average of the net fare provided by the airline for each group.

e.g.

(Quoted fares will be valid until offer validity expires and are always subject to availability. Fares will not apply if the original booking is modified. Fares include Fuel & Baggage)
Proposed fare per group is indicated in MAPPING FLIGHT DETAILS

**Terms and conditions**

<table>
<thead>
<tr>
<th>Ελάχιστος Αριθμός Θέσεων</th>
<th>10 επιβάτες (πουλάχιστον με μια κοινή πτήση/εμερομηνία)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ακυρωτική Πολιτική Ολικής Ακύρωσης ανά αναγραφή</td>
<td>Ύστερα και 45 ημέρες πριν την αναγραφή: χωρίς χρέωση. Από 44 ημέρες έως και 15 μέρες πριν την αναγραφή: ακύρωση του 30% των θέσεων χωρίς χρέωση. Για οποιαδήποτε επιπλέον ακύρωση θα υπάρχει χρέωση του 100% του ναύλου για κάθε ακυρωμένη θέση. Από 14 ημέρες έως και την αναγραφή: θα υπάρχει χρέωση του 100% του ναύλου για κάθε ακυρωμένη θέση.</td>
</tr>
<tr>
<td>Ακυρωτική Πολιτική Μερικής Ακύρωσης ανά αναγραφή</td>
<td>Από την αποδοχή έως και 15 μέρες πριν την αναγραφή: ακύρωση του 30% των θέσεων χωρίς χρέωση, με την προποίηση της διατήρησης του ελάχιστου αριθμού των 10 θέσεων για το συγκεκριμένο συγκρότημα. Για οποιαδήποτε επιπλέον ακύρωση θα υπάρχει χρέωση του 100% του ναύλου για κάθε ακυρωμένη θέση. Από 14 ημέρες έως και την αναγραφή: θα υπάρχει χρέωση του 100% του ναύλου για κάθε ακυρωμένη θέση, με την προποίηση της διατήρησης του ελάχιστου αριθμού των 10 θέσεων για το συγκρότημα.</td>
</tr>
<tr>
<td>Αλλαγές μετά την έκδοση (πτήση/εμερομηνία)</td>
<td>Δεν επιτρέπονται</td>
</tr>
<tr>
<td>Αλλαγές συναγωνισμού πριν την έκδοση</td>
<td>Επιτρέπονται, χωρίς χρέωση</td>
</tr>
</tbody>
</table>
3. Actions

3.1. Accept / decline

To Accept/decline a series id select Request info → View request, select specific series id and click on View details. Select “Accept” or “Decline” for specific groups minimum 80% of total request is required or accept all departures at once.

To accept or totally decline a series id click on the below:
To accept or decline partially groups under a series id click as per below:

<table>
<thead>
<tr>
<th>Group</th>
<th>Departure date</th>
<th>Fare range</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group - 1</td>
<td>23-Nov-2021 08:00</td>
<td>11(11A)</td>
<td>EUR 151.79</td>
<td>Accept</td>
</tr>
<tr>
<td></td>
<td>24-Nov-2021 09:25</td>
<td></td>
<td></td>
<td>Decline</td>
</tr>
<tr>
<td>Group - 2</td>
<td>24-Nov-2021 08:00</td>
<td>11(11A)</td>
<td>EUR 151.79</td>
<td>Accept</td>
</tr>
<tr>
<td></td>
<td>25-Nov-2021 09:25</td>
<td></td>
<td></td>
<td>Decline</td>
</tr>
<tr>
<td>Group - 3</td>
<td>25-Nov-2021 08:00</td>
<td>11(11A)</td>
<td>EUR 151.79</td>
<td>Accept</td>
</tr>
<tr>
<td></td>
<td>26-Nov-2021 09:25</td>
<td></td>
<td></td>
<td>Decline</td>
</tr>
</tbody>
</table>

To prevent automatic cancellation of seats without prior notice, please accept T&C of this offer.

"Effective from the 25th May 2018, the General Data Protection Regulation 679/2016, applies in EU. With this group offer, you automatically confirm that you comply with Aegean Airlines' Model Clause on Personal Data Protection and its privacy notice mentioned in our official website (links)"


Taxes are subject to change. Group PNR can be cancelled before the penalty starting period, without any cancellation fee. When entering into the penalty period, the cancellation policy will be applied according to T&Cs.

Select number of groups to accept and click on **Submit**.

PNRs will be created for the accepted groups, the rest of the groups under series id will be automatically declined. The status of the series id turns to Payment Pending.
3.2. Resubmit

Resubmit option is also available for series ids.

**e.g. Partial resubmit (Series id with group under request rejected status)**

To resubmit a series id under rejected status, select Request info-> View request, click on View details, and select the rejected group to resubmit:

![Resubmit interface](image)

A new **child id** under series will be created in new request status.

![Child id creation](image)

After child id evaluation, user may proceed with further actions.

**e.g. Resubmit a series id under status Offer expired**

To resubmit an expired id, select Request info-> View request and track the series id. Then click on View details.

![Resubmit expired](image)

At the bottom of the page click on Resubmit.
A new id will be generated under new request status. Original id turns to RESUMBITTIED. No further actions allowed

3.3. Cancel request

Series id can be cancelled only in NEW REQUEST status. Click Request Info → View request → click on Cancel request.

View request

<table>
<thead>
<tr>
<th>Agency details</th>
<th>Group details</th>
<th>Flight details</th>
<th>Request details</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last updated on: 29-Jun-2020 16:32</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel Agency</td>
<td>tst</td>
<td>ATH → TIA 25-Jul-2020</td>
<td>31 pax (31A) Fare requested: EUR 1234.00 (Requested date: 29-Jun-2020 16:08)</td>
<td>New Request</td>
</tr>
<tr>
<td>Travel Agent</td>
<td>GRP05994 Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flight details</td>
<td>Status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request details</td>
<td>Status</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.4. Cancel PNR

To Cancel PNR, click on Request info → select Cancel Bookings and then click on View Details.
Select the group PNR and Click on PNR details to cancel.

At the bottom of the page click to enter mandatory remarks and click on SUBMIT.
• In case of child ids in active status/PNR should be cancelled first, to proceed with the main PNR cancellation.

• Group PNR can be cancelled before the penalty starting period, without any cancellation fees. When entering the penalty period, cancellation policy will be applied according to terms and conditions.

4. Modify Series

4.1. Downsize

Select modify request → Downsize and track the specific id.

e.g. Downsize series id under payment pending status

Select a specific group and click on downsize

A pop-up window appears:
Insert new number of pax and click on Send request.

4.2. Upsize

Select modify request → Upsize and track the specific id.

e.g. Upsize series id under payment pending status
### Upsize

<table>
<thead>
<tr>
<th>Group name</th>
<th>Request Id</th>
<th>PNR</th>
<th>Status</th>
<th>POS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8228</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Request

<table>
<thead>
<tr>
<th>Agency details</th>
<th>Group details</th>
<th>Sector</th>
<th>No of pax</th>
<th>Status</th>
<th>Group change request</th>
</tr>
</thead>
<tbody>
<tr>
<td>SuperTravel</td>
<td>test tk un</td>
<td>ATH → JTR 25-Jun-2021, (OA-350) 80 pax (RSA)</td>
<td>Billed</td>
<td>Upsize</td>
<td></td>
</tr>
<tr>
<td>EvtA Pantarosak</td>
<td>GRP0228</td>
<td>JTR → ATH 28-Jun-2021, (OA-353)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ITA</td>
<td>Series</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Select specific group to upsize**

<table>
<thead>
<tr>
<th>Group name</th>
<th>Requested Line</th>
<th>PNR</th>
<th>Status</th>
<th>Requested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRP0228</td>
<td>22 Apr. 2021, 09:59</td>
<td>Billed</td>
<td>EvTAT Pantarosak/ITA</td>
<td></td>
</tr>
</tbody>
</table>

### City pair

<table>
<thead>
<tr>
<th>Group 1</th>
<th>Requested city pair</th>
<th>No of pax</th>
<th>Full</th>
<th>Request reason</th>
<th>History</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATH → JTR 24-Jun-2021 (OA-350)</td>
<td>28 (Qatar)</td>
<td>WA2HZ</td>
<td>Upsize</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>JTR → ATH 27-Jun-2021 (OA-353)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group 2</th>
<th>Requested city pair</th>
<th>No of pax</th>
<th>Full</th>
<th>Request reason</th>
<th>History</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATH → JTR 16-Jun-2021 (OA-350)</td>
<td>28 (Qatar)</td>
<td>WAGAZY</td>
<td>Upsize</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>JTR → ATH 19-Jun-2021 (OA-353)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**pop-up window appears:**
Fill in all mandatory details and click on Raise New Request
A new child id will be created under new request status, pending to be evaluated

4.3. Divide

Select modify request → Divide and track the specific id.

E.g. Divide series id under payment pending status
Select the group to be divided and click on Divide

pop-up window appears:
A new child id is generated in the same status as main id, new PNR has been created for the divided pax, information has been also updated in GDS. User can now proceed to any modification for the child id.

4.4. Change itinerary

Change itinerary is available in new request status, fare quoted and payment pending/billed status. Origin, destination, dates and expected fare may be modified, and one common segment rule should always apply.

Select modify request → change itinerary and track the specific id.

e.g. Change itinerary to a series under payment pending status id

Select specific id and click on Change itinerary
Click on modify. System allows user to modify partial or totally the series group id.

Select number of groups to modify and click on **SUBMIT**

Below page appears and user can proceed with modification
Series group request

1. Sector selection
   - ATH \rightarrow JTR \rightarrow ATH

2. Departure date selection
   - (14-Jun-2021 \rightarrow 16-Jun-2023) \rightarrow (19-Jun-2021 \rightarrow 19-Jun-2021)

3. Flight selection
   - O-A-350 \rightarrow O-A-353

4. Series list
   - Confirm the groups list and submit the series request to receive quotes from airlines. You can modify preferences for individual groups using edit option or can remove any group before submitting the request.

<table>
<thead>
<tr>
<th>Series group</th>
<th>ATH \rightarrow JTR</th>
<th>JTR \rightarrow ATH</th>
<th>No of pax</th>
</tr>
</thead>
</table>

- Flexible on dates

Remarks

Submit

Click on Submit. In case of total modification main series id turns to MODIFY status, in case of partial modification a new child id is created in MODIFY status.

4.5. Add group

Add group is available in new request, fare quoted, payment pending and billed status.

- **Add group in NR STATUS**
  
  Select modify request → change itinerary and track the specific id.
Click on change itinerary and modify. All groups are preselected.

And submit
Click on **Add new group** and fill in the new group details.

Click on **SAVE DETAILS** and **UPDATE**.
New group will be added in the main id.
• Add group is available in fare quoted, payment pending and billed status.

Select modify request → change itinerary and track the specific id.

Click on ADD group and the below page appears

Series group request

1. Sector selection
   - Add group details and select journey for the booking.
   - Select user details and rate request on behalf of the selected user.

   Select user by
   - Email id
     - Enter email id
   - Group name
     - Group category
     - Select

   Origin
   - Enter origin city

   Destination
   - Enter destination city

   No of pax
   - Number of pax

   Cabin
   - Economy

   Expected fare / pax (Taxes included)
   - EUR

Select Date
Fill in the new group details and click on SUBMIT

Series group request

1. Selected sector
   ATH → HER / HER → ATH

2. Departure date selection
   07 July 2021 | 08 July 2021

3. Flight selection
   A3-7300 | A3-7301

4. Series list
   Confirm the groups list and submit the series request to receive quote from airline. You can modify preferences for individual groups using edit option or can remove any group before submitting the request.

<table>
<thead>
<tr>
<th>Series group</th>
<th>ATH → HER</th>
<th>HER → ATH</th>
<th>No of pax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1</td>
<td>07 July 2021 / A3-7300</td>
<td>08 July 2021 / A3-7301</td>
<td>10A</td>
</tr>
</tbody>
</table>

Remarks

Submit

A new child id in new request status is created for evaluation.