systemadministrator

GroupAnalyzer

DOCUMENT CONTROL SHEET

Document History					
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1.0	03/30/2008	Initial Document	Lisa Gibson	ZS	BC

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1.   About GroupAnalyzer

GroupAnalyzer is a search tool that helps you to compare, monitor, and analyze airfares between multiple origins and multiple destinations. Accessed from http://www.groupanalyzer.com, this avenue of airfare analysis proves an effective tool for many members of the travel industry including airports, travel agencies, groups, and business.

GroupAnalyzer performs availability searches against actual carrier inventory and allows you to:
   Compare the lowest available airfares from multiple airports to multiple destinations
    Compare the lowest available airfares from multiple origins to a meeting city
    Compare the lowest available airfares for various advance purchase and Saturday stay scenarios.

GroupAnalyzer also performs forecast searches that provide estimations for fares in the future. This allows users the ability to search for estimated fares beyond the scope of availability through GDS systems, providing users the ability to plan much father in advance than with availability searches.

With the wide variety of search options offered by both Availability Searches and Forecast Searches, GroupAnalyzer provides planning services for a broad range of travelers and planners.

2.   User Functions

A system administrator has nine main functions that can be performed after the user logs into the system: view search, change password, run availability search, run forecast search, accounting reports, list users, all companies' accounting reports, customer list, and add customer. To log in, click on the Client Login link:
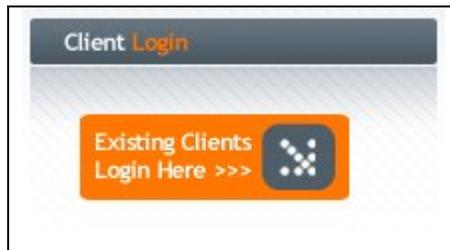
Clicking this link will direct you to a log in screen where you can input your Username and Password.
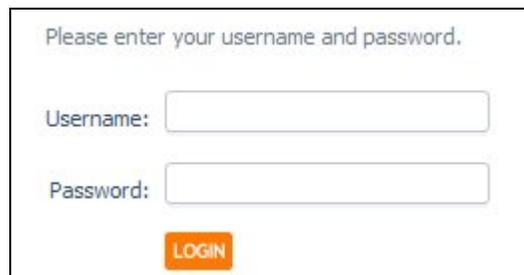
If you have forgotten your password, you can have your administrator reset it for you.

After clicking LOGIN, you will be directed to your Dashboard.

2.1   Navigating Your Dashboard

The Dashboard is your main screen (see below); essentially, it is the homepage for your account. From your Dashboard, you have the option to view searches and change your password.

Navigating your dashboard is simple. Use the icons on the page to select whether you would like to View Search, Change Password, Run an Availability Search, or Run a Forecast Search. You can also use the navigation bar (see below) located at the top of your screen to view reports, see your profile, return to the dashboard (Home), and logout.

▸ Home ▸ View Reports ▸ Availability ▸ Forecast ▸ Customer Reports ▸ Customer Admin ▸ User Reports   ▸ Profile ▸ Logout

2.2   Viewing Searches

Your company has the option to run two types of searches, an availability search and a forecast search.

> The availability search allows you to search fares that are available in GDS systems (up to 320 days in the future). The search parameters can be set by the number of passengers, the number of stops, multiple departure airports, and multiple arrival airports.   This type of search will allow your company to compare the lowest available airfares from multiple airports to multiple destinations, compare the lowest available airfares from multiple origins to a meeting city, and or compare the lowest available airfares for various advance purchase and Saturday stay scenarios.

The forecast search is for **estimation purposes only**, and can be used to search fares in the future. Because actual fares are only available in GDS systems 320 days in the future, this tool utilizes formulaic methods to determine average fares for your time of travel.

If you would like to view the searches completed by your company, click on the View Search icon from your Dashboard.

View Search

You can also access the reports by clicking on View Reports from the navigation bar.

These links will direct you to a list of searches run by your company.

Click on a View Type to view the reports for that date:
Standard View = Compare airports
Fares View = All fares for each airport

Brian Avail		
	03/29/2008	‣Search Results
search 1		
	03/29/2008	‣Search Results
search		
	03/29/2008	‣View Fares

The search will appear by its name and the date it was created. If you would like to view more details of the search results, click on the orange link located on the same line as the search name. An availability search will show a link to access Search Results and a forecast search will show a link to View Fares.

2.2.1 Availability Search Results

The Search Results for an availability search will appear like this:

Search Name: search 1   Search Date: 03/29/2008

Limit number of stops to: 2
Ignore farebasis codes:
Avoid most change penalties: No
No advance purchase restriction: No
Class of Service: Economy/Coach

Download this report

Show Details

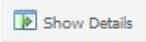|			# of Passenger	LAX		IAD	
				Fare	Tot. Fare	Fare	Tot. Fare
1.	(SDF)	Louisville	2	$238	$476	$248	$496
2.	(TYS)	Knoxville	3	$333	$999	$569	$1707
		Total	5	$295	$1475	$441	$2203

Download this report

Show Details

At the upper left corner, you can see a summary of the search parameters used when creating the search. These include the ticketing fee per ticket (this will only appear if a fee was entered), the maximum number of stops allowed, whether or not fare basis codes were ignored, whether or not the options were selected to avoid most change penalties or for any advance purchase restrictions, and the class of service selected.

The table provided allows you to see listings of the fares found for each portion of the search. The row headings list the departure airports entered in the search (shown here are SDF and TYS), and the arrival airports are shown as column headings (represented here as LAX and IAD). From the table you can also view the number of passengers that will be on each flight.
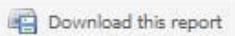
The fare is generated for each flight. The total fair column for each arrival airport presents an average weighted fare (the average fare per passenger across all city pairs).

The Total row shows for each arrival and destination pair and for the total passengers.

More information can be gained by clicking the [Show Details] button. This will direct you to a screen that provides more detailed information about the search results (see example below).

This detailed search report allows you to see the specific carriers that are being used, the number of stops for each city pair, and the fare basis code. To return to the less

detailed search results, simply click .

From each of these results screens (both the regular report and the detailed report), you have the option to download the report. Please note that the report will be downloaded as it is shown on the screen; that is, if you are viewing the regular report, the regular report will be downloaded. If you are viewing the detailed report, it will be downloaded.
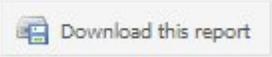
To download the report, click . Immediately, a task box will appear (see below) that asks you if you would like to Open, Save, or Cancel. To save this to your computer, you will need to click Save.
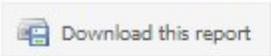
After clicking on save, you will be able to select a location for the file to be saved and to name the file. The file will be saved as a .csv file, which will work with almost all spreadsheet applications.

If you would simply like to open the file in a spreadsheet application, click Open from the task box. This will allow you to make changes to the spreadsheet before you save it.
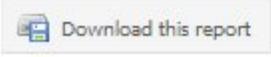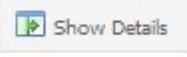
2.2.2   Forecast Search Results

The view fares page for a forecast search will appear like this:

In the upper left corner, you can locate the dates of the search. The requested dates for departure and return are listed. The quoted dates provided for each of these are used to provide the availability line in the search results. The quote dates are three months from the query date on the same days of the weeks as the requested dates.

The table provided allows you to view the city pairs requested (departure cities as row headers and arrival cities as column headings). The projected fares are given for three classes of service (economy, business, and first).

For each pair, you are provided with a row titled Available. The available fair given is determined by the "quoted" date shown at the upper left. This is provided to show you what the fair is at the present since the range can be quite large between the minimum and maximum projected fares for the dates provided.

For each city pair and each class of service, the forecast search returns a minimum and maximum fare price. These, along with the available price, should give you an estimate for your requested dates of travel.

If you would like to see more specific search results, click on the [▶ Show Details] button. This will direct you to a screen that provides more detailed information about the search results (see example below).

	Class of Service		DFW					IAD					
		Min	Min Fare Basis	Min Fare Carrier	Max	Max Fare Basis	Max Fare Carrier	Min	Min Fare Basis	Min Fare Carrier	Max	Max Fare Basis	Max Fare Carrier
1. (SDF) Louisville	Economy	$190	QE14D2N	AA	$1828	Y	US	$138	KR7NR	NW	$1824	Y	CO
	Business	$174	Z14BNX	F9	$2166	C	DL	$1842	J	AA	$1842	J	AA
	First	$174	PR14JNRX	YX	$2706	F	AA	$1434	A0BV	CO	$2302	F	DL
	Available	$203.00 + $34.00 Tax, SE14QD3N (AA)						$193.00 + $55.00 Tax, LA7NN (CO)					
2. (TYS) Knoxville	Economy	$292	WRA14AN	UA	$2032	Y	DL	$237	VE21NR	YV	$2128	Y	US
	Business	$2256	J	AA	$2256	J	AA	$2542	C	DL	$2542	C	DL
	First	$1726	AA0UPRC	US	$2820	F	DL	$1824	P26	NW	$3176	P	NW
	Available	$364.00 + $48.00 Tax, N14RMZN (AA)						$580.00 + $64.00 Tax, HE141NNX (UA)					

Here, you are provided with much more detailed information about each forecasted flight. This detailed table provides you with minimum and maximum fare basis codes and minimum and maximum fare carriers. Also, you are provided with a more detailed listing of the available flight, which includes applicable taxes, followed by the fare basis code, followed by carrier (in parentheses). If you would like to see a less detailed report, click on [◀ Hide Details] .

From each of these results screens (both the regular report and the detailed report), you have the option to download the report. Please note that the report will be downloaded as it is shown on the screen; that is, if you are viewing the regular report, the regular report will be downloaded. If you are viewing the detailed report, it will be downloaded.

To download the report, click [Download this report] . Immediately, a task box (see below) will appear that asks you if you would like to Open, Save, or Cancel. To save this to your computer, you will need to click Save.

2.3 Changing Your Password

If you would like to change your password, click on the Change Password icon from your Dashboard.

This will direct you to a page where you simply need to enter your new password in the box provided. Passwords can be up to 50 characters. No white space can be included, but special characters are allowed.

2.4 Running Availability Searches

To run an availability search, you simply need to click on the Run Availability Search icon from your Dashboard (see icon below) or select the Availability link from the navigation bar.

Run Availability Search

Either of these links will take you to the availability search page (see partial page below).

Create and run batch searches to return lowest airfare for groups of city pairs

Select a Search

search 1

Search Name:

Search Definition:

Ticketing fee per ticket: $

Limit number of stops to:

Ignore Fare Basis Code

☐   Avoid most change penalties

☐   No advance purchase restriction

Class of service: Economy/Coach

Limit to these airlines: No Preference   No Preference
                           No Preference

Departure date: Return date:
(MM/DD/YYYY)   (MM/DD/YYYY)

If a search has already been completed, you can click on the link in the left navigation to insert the data from that search into the search boxes. You can then make changes to the search data or use the data as is to complete your search.

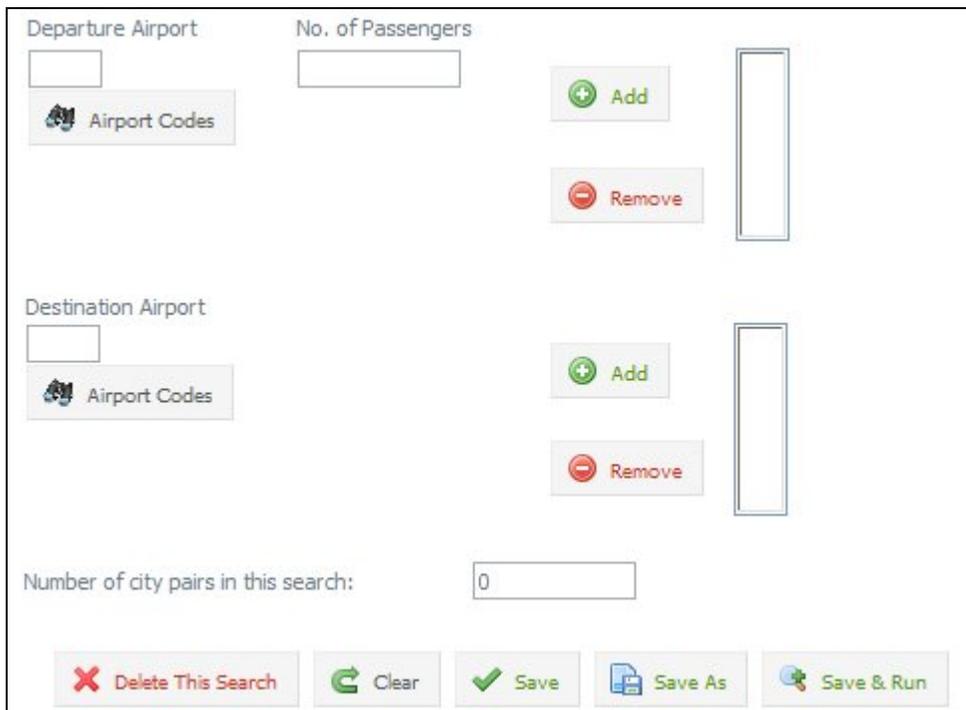If you would like to create a new search, simply fill in the boxes provided.

Enter a Search Name. This will be used to identify your search within your or your company's list of searches.

Then, enter the search parameters for your search:

o **Ticketing fee per ticket** is an optional field.
o **Limit number of stops to** is not an optional field, but any integer can be used (0, 1, 2, 3, etc.)
o You have the options to ignore a fare basis code. You can entire an entire fare basis code to be ignored, or you can simply ignore the ending of a code. To ignore the ending of a code, enter a wildcard (*) and then the ending characters you would like to be ignored.

- o You also have the option to choose if you would like to see tickets that avoid most change penalties and/or flights with no advance purchase restrictions.
  - **Avoid most change penalties** allows you the option to change your reservation after purchasing tickets. *Note: A ticket that allows you to change after purchase will more than likely be more expensive than a regular ticket.*
  - The option **no advance purchase restriction** allows you to view the fares as if they were purchased on the day of travel. This is helpful for travelers planning a trip that may not know of exact plans until the day of travel.
- o If you would like to select a specific class of service, select it from the drop-down box.
- o To limit the airlines searched, you have the option to select up to three airlines to be included in the search results.
- o Then, enter the departure and return dates in the boxes provided. You can simply enter them in MM/DD/YYYY form, or use the calendar link to select your dates. *Note: Once you select your departure date, the calendar will shift appropriately to future dates so you can more conveniently select your return date.*

After you have the basic search parameters set, you will need to select the city pairs you would like to search. You will be presented with the following options:

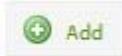In both the departure airport and destination airport boxes, it is necessary that you enter the airport's three-letter code. *Note: The search system does recognize generic names (i.e. NYC or CHI). However, searching with these generic codes will simply return the lowest fare for the*

metropolitan area and will not show which specific airport has the lowest fare.   If you do not

know the airport's three-letter code, simply click on [Airport Codes].   A pop-up box will appear (see below) that allows you to search for the code by city name.

Airport Selector

Enter City Name: [   ]

[Lookup Airport]

No airport found.

You can search by using partial names (i.e. you can simply type in Kn to get the return for the Knoxville airport code). By clicking on the airport you would like to depart or arrive at, the code will be populated in the search box.

After entering the first airport code and the number of passengers from that airport, click

[Add] . *Note: You must enter a minimum of one passenger from each airport. There is no maximum number of passengers.* This information will then appear in the box to the right. Continue entering airport cods and passengers in this same manner. Then, enter at least one destination code. You will see that as you have entered the airport and passenger information, the number of city pairs in this search have been calculated for you.

You are then presented with options as to what action you would like to complete with the pre-created search or the search you just created (see below).

[Delete This Search] [Clear] [Save] [Save As] [Save & Run]

> **Delete This Search** allows you to delete the entire search so that it will no longer appear on the search list in the left navigation.
> **Clear** removes all information from the data boxes on the current screen. This does not remove the search completely.
> **Save** allows you to save the data under the Search Name you provided at the top of the search page. After it is saved, the search will appear in the left navigation.
> **Save as** allows you to change the Search Name and save the search data under this new name. A pop-up box will appear when you choose Save As that will allow you to rename the file. After it is saved, the search will appear in the left navigation.
> **Save & Run** saves the information under the Search Name you provided at the top of the search page and then runs the search. If the was a previously run search, the system will update your results.

After clicking on **Save & Run**, you will be directed to a wait page (see below). The wait time is directly proportional to the number or city pairs entered; therefore, if you have entered a large number of city pairs, you may have to wait.

Group Analyzer is processing your request.

Please wait...

After GroupAnalyzer has processed your Availability Search, you will directed to a Search Results screen. For more information about Availability Search Results, please see section 2.2.1 (Availability Search Results).

2.5   Running Forecast Searches

To run a forecast search, you simply need to click on the Run Forecast icon from your Dashboard (see icon below) or select the Forecast link from the navigation bar. Remember, forecast searches are for **estimation purposes only**, and can be used to search fares up to three years in the future. Because actual fares are only available in GDS systems 320 days in the future, this tool utilizes formulaic methods to determine average fares for your time of travel.

Run Forecast

Either of these links will take you to the forecast search page (see page below).

Create and run batch searches to return lowest airfare for groups of city pairs

Select Fare Quote

search

Search Name:

Search Definition:

Departure date: (MM/DD/YYYY)

Return date: (MM/DD/YYYY)

Departure Airport

Airport Codes

⊕ Add

⊖ Remove

Destination Airport

Airport Codes

⊕ Add

⊖ Remove

Number of city pairs in this search: 0

✖ Delete This Search   ↺ Clear   ✔ Save   Save As   Save & Run

If a search has already been completed, you can click on the link in the left navigation to insert the data from that search into the search boxes. You can them make changes to the search data or use the data as is to complete your search.

If you would like to create a new forecast search, simply fill in the boxes provided.
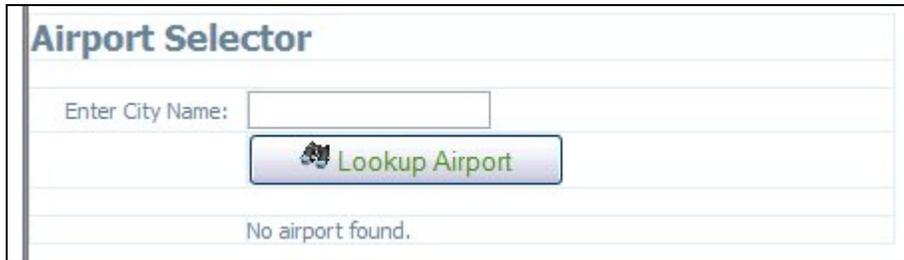
Enter a Search Name. This will be used to identify your search within your or your company's list of searches.

Then, enter the departure and return dates in the boxes provided. You can simply enter them in MM/DD/YYYY form, or use the calendar link 🗓 to select your dates. *Note: Once you select your departure date, the calendar will shift appropriately to future dates so you can more conveniently select your return date.*

Then select the city pairs you would like to search.

o   In both the departure airport and destination airport boxes, it is necessary that you enter the airport's three-letter code. *Note: The search system does recognize generic names (i.e. NYC or CHI). However, searching with these generic codes will simply return the lowest fare for the metropolitan area and will not show which specific airport has the lowest fare.* If you do not know the airport's

three-letter code, simply click on [Airport Codes] . A pop-up box will appear (see below) that allows you to search for the code by city name.

You can search by using partial names (i.e. you can simply type in Kn to get the return for the Knoxville airport code). By clicking on the airport you would like to depart or arrive at, the code will be populated in the search box.

After entering the first airport code and the number of passengers from that airport, click
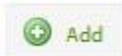
[⊕ Add] . This information will then appear in the box to the right. Continue entering airport codes in this same manner. Then, enter at least one destination code. You will see that as you have entered the airport information, the number of city pairs in this search have been calculated for you.

You are then presented with options as to what action you would like to complete with the pre-created search or the search you just created (see below).

Delete This Search allows you to delete the entire search so that it will no longer appear on the search list in the left navigation.
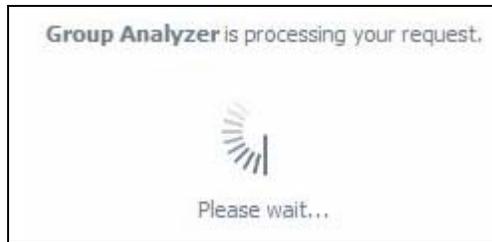**Clear** removes all information from the data boxes on the current screen. This does not remove the search completely.
Save allows you to save the data under the Search Name you provided at the top of the search page. After it is saved, the search will appear in the left navigation.
Save as allows you to change the Search Name and save the search data under this new name. A pop-up box will appear when you choose Save As that will allow you to rename the file. After it is saved, the search will appear in the left navigation.
Save & Run saves the information under the Search Name you provided at the top of the search page and then runs the search. If the was a previously run search, the system will update your results.

After clicking on **Save & Run**, you will be directed to a wait page (see below). The wait time is directly proportional to the number or city pairs entered; therefore, if you have entered a large number of city pairs, you may have to wait.

Group Analyzer is processing your request.

Please wait...

After GroupAnalyzer has processed your Forecast Search, you will be directed to a Search Results screen. For more information about Forecast Search Results, please see section 2.2.2 (Forecast Search Results).

2.6   Viewing Accounting Reports

You can view accounting reports by clicking on the Accounting Reports icon on your dashboard (see icon below) or by selecting the User Reports link in the navigation bar. Accounting reports provide a quick overview of a company's activity, which can be used to see the total number of searches and city pairs.

Accounting Reports

Either of these links will direct you to this new page:

Create new search report
Date Range:
Start date: End date:
(MM/DD/YYYY)   (MM/DD/YYYY)
Select User: Select a User
          Search Report

To search the existing reports of a user, first enter a date range. You can enter the date into the box provided using the MM/DD/YYYY form, or you can click on the calendar link to see the calendar and select your date. To obtain the information for the current day, you must enter the following day's date (for example, if you are completing the search on 03/30/2008 and would like to see the search reports for the 30th, your end date would need to be 03/31/2008).

After selecting a date range, use the drop-down box to select the User whose reports you would

like to search. After selecting a user, click   Search Report   .

This will direct you to a list of that user's search reports. You cannot access the details of the search from Accounting Reports. Instead, you are provided with a list of the reports run by the user (see example below), listed by date and time and providing you the Search Name and the number of city pairs for each search. The Accounting Reports also allows you to see the total amount of city pairs searched by the user.

Detail Accounting Reports

Date & Time	Search Name	Number of City Pairs
Mar-29 10:54 PM	search 1	4
Mar-29 11:00 PM	search	4
Mar-30 04:54 PM	search 2	4
Total		12

If you want to see the search details, you will need to use the List User function from your Dashboard (see section 2.7 for more information about this function). You can also access reports from the View Search function from your Dashboard. The View Search function, however, will not let you view reports by user, thus you would need to know the Search Name before utilizing the View Search function.
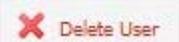
2.7   Listing Users

By utilizing the List Users function, you can see a list of users in your company, delete users, edit users' profiles, and/or list users' reports. To access this function, select the List Users icon (see below) from your Dashboard.

List Users
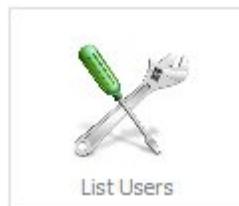
You will be directed to the main User Manager page (see below). From here, you can see all users that have system administrator, customer administrator, search runner, and basic user status.

To delete a user, click the ![Delete User] button beside their name. You will receive a message "Do you really want to delete this user?" If so, click OK.

To edit the user profile of a user, click the ![Edit User Profile] button beside their name. From this page, you can edit user roles and/or change a user password.

To edit the user's role, simply select the box beside the role you would like them to hold. Be sure to remove the old selection.

The following is a description of the different levels of **user roles**:

A basic user has the ability to view searches done by the company and to change his or her password.

A search runner can complete both availability and forecast searches, view searches done by the company, and to change his or her password.

A customer administrator can view and edit (add, delete, and change permissions) for users with customer administrator, search runner, and basic user status.

A system administrator can view accounting reports across all companies, can view customer list, and can assign any levels of access throughout the system.

A user can have multiple roles (i.e. customer administrator can also be a search runner giving them the ability to have both functions)

If you would like to change a user's password, enter the new password into the box provided. A password can be up to 50 characters (including special characters) but cannot include white space.

After making any changes, click the button.

If you would like to list a user's reports, click on the button from the User Manager page. This will direct you to a page listing the User's search reports by name and date. For more information about viewing Search Results, see section 2.2.

To <u>add a new user</u>, click the Add User icon (see below) from the User Manager page.

This will take you to a new page (see below) where you can enter a new Username and password. Remember, usernames can be up to 100 characters (including white space and special characters. Passwords can be up to 50 characters (including special characters) and cannot include white space.

2.8   Viewing All Accounting Reports

You can view all accounting reports by clicking on the Accounting Reports All icon on your Dashboard.

This function allows you to search reports by Customer (the regular Accounting Reports only allows you to search users within a customer base).

To search the existing reports of a customer, first enter a date range. You can enter the date into the box provided using the MM/DD/YYYY form, or you can click on the calendar link 📅 to see the calendar and select your date. To obtain the information for the current day, you must enter the following day's date (for example, if you are completing the search on 03/30/2008 and would like to see the search reports for the 30th, your end date would need to be 03/31/2008).

After selecting a date range, use the drop-down box to select the Customer whose reports you would like to search. After selecting a user, click ✔ Search Report .

This will direct you to a list of that customer's search reports. You cannot access the details of the search from Accounting Reports. Instead, you are provided with a list of the reports run by the customer (see example below), listed by date and time and providing you the Search Name and the number of city pairs for each search. The Accounting Reports also allows you to see the total amount of city pairs searched by the customer.

Detail Accounting Reports

| Date & Time	Search Name	Number of City Pairs
Mar-29 10:54 PM	search 1	4
Mar-29 11:00 PM	search	4
Mar-30 04:54 PM	search 2	4
Total		12

If you want to see the search details, you will need to use the List User function from your Dashboard (see section 2.7 for more information about this function). You can also access reports from the View Search function from your Dashboard. The View Search function, however, will not let you view reports by user or customer, thus you would need to know the Search Name before utilizing the View Search function.

2.9   Accessing Customer List

To access a list of customers, to edit users by customer base, and to delete customer, access the customer list by clicking on the Customer List icon (see below) from your Dashboard.
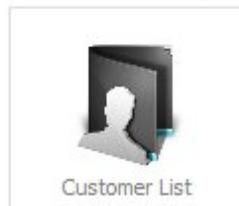
Customer List

By clicking on this link, you will be directed to the Customer Manager homepage (see example below).
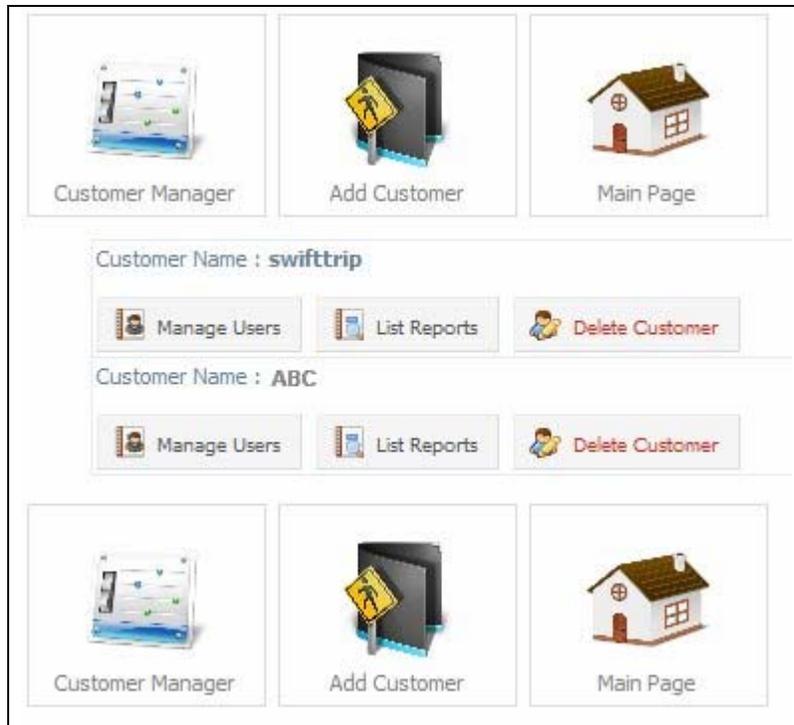
From this page, manage users, list reports, delete a customer, and add a customer.

To Manager Users, select [Manage Users] under the customer name you would like to manage. This will direct you to the User Manager page (see below) where you can edit users (see section 2.7 for more information about the functionality of the User Manager page).

To List Reports, select [List Reports] under the customer name you would like to list. This will direct you to a page where you can view reports by customer name (see below).

To search the existing reports of a customer, first enter a date range. You can enter the date into the box provided using the MM/DD/YYYY form, or you can click on the calendar link to see the calendar and select your date. To obtain the information for the current day, you must enter the following day's date (for example, if you are completing the search on 03/30/2008 and would like to see the search reports for the 30th, your end date would need to be 03/31/2008).
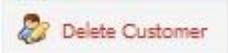
After selecting a date range, use the drop-down box to select the Customer whose reports you would like to search. After selecting a user, click .

This will direct you to a list of that customer's search reports. You cannot access the details of the search from Accounting Reports. Instead, you are provided with a list of the reports run by the customer (see example below), listed by date and time and providing you the Search Name and the number of city pairs for each search. The Accounting Reports also allows you to see the total amount of city pairs searched by the customer.

Detail Accounting Reports

Date & Time	Search Name	Number of City Pairs
Mar-29 10:54 PM	search 1	4
Mar-29 11:00 PM	search	4
Mar-30 04:54 PM	search 2	4
Total		12

If you want to see the search details, you will need to use the List User function from your Dashboard (see section 2.7 for more information about this function). You can also access reports from the View Search function from your Dashboard. The View Search function, however, will not let you view reports by user or customer, thus you would need to know the Search Name before utilizing the View Search function.

To delete a customer, select the button. A warning box will pop-up that says, "Do you really want to delete this customer?" If so, click OK.

2.10   Adding a Customer

If you would like to add a customer, select the Add Customer icon (see below) from the Customer Manager page.
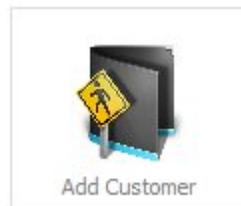
This will direct you to a page (see example below) where you simply need to enter the customer's name and click Add Customer.

Customer Name: [   ]

✔ Add Customer