

# MIXVEL

## MixVel Cashier User Manual

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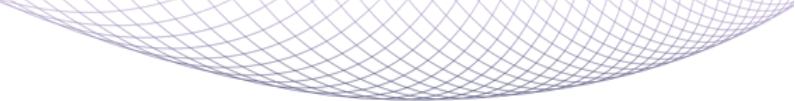
## History of changes MixVel Cashier

Version	Date	Author	Changes
MVP	20.12.2023	MixVel	Document created.
1.0	30.05.2024	MixVel	Added: <ol style="list-style-type: none"> <li>1. Functionality for adding ancillary services to an existing order.</li> <li>2. Functionality for adding special service request remarks (SSR) to an existing order.</li> <li>3. Functionality for adding other remarks (OSI).</li> </ol>
1.1	30.05.2024	MixVel	Added: <ol style="list-style-type: none"> <li>1. Search for corporate rate offers.</li> <li>2. Ability to manually fill in passenger categories for search.</li> <li>3. Ability to print itinerary receipts.</li> </ol>
1.2	30.05.2024	MixVel	Added: <ol style="list-style-type: none"> <li>1. Automatic return calculation procedure and order return procedure.</li> <li>2. Functionality for viewing the terms of application of the fare in the search results page, on prebooking and in a created order.</li> <li>3. Functionality for editing passenger data in an existing order.</li> </ol>
1.3	24.07.2024	MixVel	Added: <ol style="list-style-type: none"> <li>1. Technical support.</li> <li>2. EMD display.</li> <li>3. Catalogue of passenger document types.</li> <li>4. Functionality for passenger data editing in a paid order.</li> <li>5. New block "Special services".</li> <li>6. Functionality for editing and removing passenger contacts.</li> <li>7. New payment cancellation user interface.</li> </ol>
1.4	27.09.2024	MixVel	Added: <ol style="list-style-type: none"> <li>1. An automatic calculation for itinerary exchange.</li> <li>2. Functionality for adding a personal identification document to a passenger.</li> <li>3. Functionality for adding a visa to a passenger.</li> <li>4. Functionality for adding passenger address of stay or residence address.</li> <li>5. Functionality for removing a passenger without seat (infant) in an unpaid order.</li> <li>6. An ability to use any special passenger category code (PCC) for search, booking and while editing passenger data.</li> </ol>

			<p>Additional changes:</p> <ul style="list-style-type: none"> <li>• Flight dates calendar now works differently;</li> <li>• Added notifications and marks for changes in an order;</li> <li>• The fiscalization page for transactions is available only to agents who have specified cash registers and POS terminals in their settings;</li> <li>• Added association with passenger or segment check for remarks (SSR, OSI).</li> </ul>
1.5	18.11.2024	MixVel	<p>Added:</p> <ul style="list-style-type: none"> <li>• A display of detailed baggage and carry-on allowances;</li> <li>• Operations with insurance services: search, booking, payment, payment cancellation;</li> <li>• Additional search filters;</li> <li>• An authorized "ISTOCK" login for TCH session users.</li> </ul> <p>Additional changes:</p> <ul style="list-style-type: none"> <li>• An additional data validation;</li> <li>• Date calendars including birth date selection now work differently;</li> <li>• Improved toponyms catalogue;</li> <li>• Changes in Special Service Remarks section;</li> <li>• A default document selection for adult and children passengers;</li> <li>• An EMD number for issued services is now in an ancillary service block;</li> <li>• Display number of a particular ancillary service;</li> <li>• User interface improvements (redesign).</li> </ul>
1.6	10.02.2025	MixVel	<p>Added:</p> <ul style="list-style-type: none"> <li>• Functionality for insurance services;</li> <li>• Session selection;</li> <li>• A direct flight exchange for a connection flight and vice versa;</li> <li>• An M2 flights search;</li> <li>• A separate selection of year and month for passenger birth date and document validity date;</li> <li>• View passenger data, route cost for passengers and services cost separately on payment page;</li> <li>• A new "chng." and "del." indicators for remarks and services;</li> <li>• A time period selection for "departure time" and "arrival time" search filters;</li> <li>• Added departure and arrival terminals display.</li> </ul>

			<p>Additional changes:</p> <ul style="list-style-type: none"> <li>• Fixed order search by PNR locator with mixed case error;</li> <li>• Fixed currency display in offer cost details;</li> <li>• Fixed display of "payment" field data for EMD or ticket view;</li> <li>• Added phone number validation for foreign numbers.</li> </ul>
1.7	19.05.2025	MixVel	<p>Added:</p> <ul style="list-style-type: none"> <li>• An automatic refund calculation and automatic insurance services refund;</li> <li>• A display for basic and additional baggage allowances as set by the carrier;</li> <li>• A display of amount to pay or already paid in order information;</li> <li>• Financial reports. The current version includes only sales transactions. Transaction time is specified in UTC.</li> <li>• Functionality of accounting for transactions for fiscalization on a cash register connected to the Cashier module or a third-party module.</li> <li>• A VT VPD payment method;</li> <li>• A second authorization factor: A security code is sent via email;</li> <li>• A rules of remark association check.</li> </ul> <p>Fixed issues:</p> <ul style="list-style-type: none"> <li>• Sales point email added as agency contacts;</li> <li>• Display of the terms of application of the fare for imported orders;</li> <li>• Additional payment for a service in a previously paid order with cancelled payments for services.</li> </ul>
1.8	21.08.2025	MixVel	<p>Added:</p> <ul style="list-style-type: none"> <li>• A KR VPD (credit) payment method;</li> <li>• A system notifications display;</li> <li>• A list of all completed strict reporting forms on the Order page;</li> <li>• English localization for Web-application;</li> <li>• A display of order or session or interface currency in the side navigation bar;</li> <li>• A display for Special Service Remarks' association to a segment in the Special Service Remarks block.</li> </ul> <p>Fixed:</p> <ul style="list-style-type: none"> <li>• An issue with adding passenger contacts;</li> </ul>

			<ul style="list-style-type: none"> <li>• Default currency for a user is now set in "Currency" search form field;</li> <li>• A simultaneous addition and removal of remarks from the order cache;</li> <li>• A removal of one particular remark from the order cache when there are several unsaved remarks;</li> <li>• An SSR association with a segment;</li> <li>• An SSR association to an order, without association with a passenger or a segment.</li> </ul>
1.9.0	20.11.2025	MixVel	<p>Added:</p> <ul style="list-style-type: none"> <li>• Manual addition of agent commission;</li> <li>• Viewing a list of user-created orders</li> <li>• Ability to change the interface language on the authorization screen</li> <li>• A checkbox for consent to the processing of personal data</li> <li>• Booking cancellation with the ability to remove segments</li> <li>• An option to decline a refund certificate</li> </ul> <p>Fixed:</p> <ul style="list-style-type: none"> <li>• Double Surname must be entered with a space when booking.</li> </ul>
1.9.1		MixVel	<p>Added:</p> <ul style="list-style-type: none"> <li>• Two-factor authentication.</li> <li>• VT-VPD and KR-VPD payment forms in the "Payment Type" search filter.</li> </ul> <p>Changed:</p> <ul style="list-style-type: none"> <li>• Logic for displaying refund amounts.</li> <li>• Logic for handling refund certificates.</li> </ul>
1.9.2		MixVel	<p>Added:</p> <ul style="list-style-type: none"> <li>• Flight schedule search.</li> <li>• Search for offers with promocode specification.</li> <li>• Ability to specify full VPD data at the offer search page.</li> <li>• Ability to add loyalty accounts to a created order.</li> <li>• Ability to manage the data of added loyalty program accounts.</li> <li>• Display of payment methods to which funds will be refunded.</li> <li>• Ability to specify the code of the issuing department for payment with the VPD.</li> </ul>



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# 1. About Web-application MixVel Cashier

## 1.1. General information

Web-application MixVel Cashier is an application for agency employees, which allows the user to search for travel content, book it, process it, and carry out secondary operations using a graphical interface. Work in the application is carried out in accordance with the settings defined in the MixVel agency personal account.

## 1.2. MixVel Glossary

**Agency User** is an Agency entity within the MixVel environment, created by the Client for each of the Client's employees who works directly with end consumers and has the ability to book and process Travel Content.

**Ancillary services** are any services, except air transportation, provided in MixVel by Carriers or Service Providers.

**Boss Personal Account** is the agency administrator's personal account for managing the MixVel agency.

**Carrier** is an airline or other transport organization that provides information about its services to MixVel for the purpose of booking and processing them.

**Cashier** is a role with access to the MixVel Cashier interface. Permissions are granted and described within the Boss Personal Account. Access rights to Cashier functionality are customizable and can be expanded to supervisory levels.

**CRE** (cash register equipment) is a specialized agent's equipment that provides: recording and storing fiscal data; generating and transmitting fiscal documents to the tax authority via a fiscal data operator (FDO); and printing fiscal documents.

**EMD** (Electronic Miscellaneous Document) — An electronic multi-purpose document that serves as confirmation of a carrier service arrangement.

**Fare application conditions** (Fare Rules) are formalized conditions under which, if a passenger fulfills these conditions, the airline will provide him with a specific fare for transportation.

**Itinerary receipt** is a document that confirms payment or refund of a route or service.

**Order management panel** is a toolbar on the created order screen that allows the user to perform operations with the order (adding services, remarks, payment, splitting, exchange, return, canceling a sale, etc.)

**OSI** (Other Service Information) — Informational messages that do not require action from the carrier (e.g., contact details, clarifications).

**Point of sale** (structural division) is a basic structural element in the MixVel agency administrator's personal account, allowing the agency administrator to grant access to employees in specific physical points, and the MixVel Web-application user to log in to a specific point of sale to carry out and fiscalize financial transactions.

**Pop-up** is a window with additional functionality of a web application that pops up on top of the main application window.

**Sales report** is a list of the user's financial transactions for a specified period of time.

**Service provider** is an organization that provides MixVel with information about services for the purpose of booking and processing them.

**Session** (sales stock) is a user's authorization to issue tickets on behalf of a specific ticket holder. A user may have access to issue tickets in sessions for multiple ticket holders if this is enabled through the Boss Personal Account. At any given time, the user operates on behalf of a specific ticket holder. The user selects a sales stock for aviation content.

**SSR** (Special Service Request) — Individual passenger requests (special meals, medical assistance, animal transport, etc.). This type of remark requires carrier confirmation.

**The MixVel Cashier Web-application cache** is a specially organized storage space for order modification operations. The cache contains information about all user operations performed on an order before changes are saved.

**The ticket holder** is a specific airline, TCH, BSP, or other provider of non-aviation content.

**Travel content** is a collection of information about passenger transportation services by air, rail, road, and water, accommodation services, and ancillary services presented in MixVel and available to agency Users in accordance with their sales rights.

**Web-application MixVel Cashier** is an application for agency employees that allows them to search for travel content, book it, process it, and carry out secondary operations using a graphical interface.

## 1.3. System requirements

Minimal system requirements:

- An officially supported version of the Windows or MacOS family of operating systems with updates installed;
- A web Google Chrome browser with updates installed (one of the two latest versions);
- Screen resolution not less than 1366x768 px;
- CPU — 2 cores or more and 1.5 GHz or higher;
- RAM — not less than 4 GB;
- Internet access with a speed of at least 2 Mbps;
- Stable internet connection with HTTPS support.

Additionally:

- JavaScript enabled;
- Cookies enabled;
- HTML5 and CSS3 support.

## 2. Working with the MixVel Cashier Web Application

### 2.1. Authorization

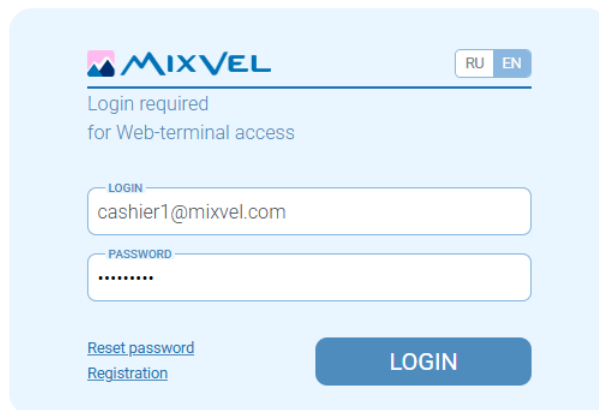
The authorization procedure is intended to identify the user and grant access to the functional capabilities of the web application in accordance with the established permissions.

For successful authorization, the user must be preliminarily registered in the Boss Personal Account system (Boss PA).

**Note:** To create an account, please contact the agency administrator.

The login page of the MixVel Cashier Web Application is available at the permanent URL:

<https://cashier.mixvel.io/>



Authorization page

The login page features interface language selection (Russian (RU) / English (EN)); the selected language is retained for the duration of the current session and is applied to all login pages.



Authorization language selection button

To log in to the MixVel Cashier Web Application, perform the following steps:

1. Open the specified URL in a supported web browser.
2. Enter your login and password (the user email and password received upon registration in the Boss Personal Account admin panel (Boss PA)).
3. Click the "Login" button.
4. If two-factor authentication is enabled:
  - a. enter the verification code;
  - b. click the "Confirm" button.
5. After successful login, in the window that opens, select:
  - a. the point of sale (structural unit) from the drop-down list (provided the corresponding permissions are configured in Boss PA);
  - b. the session (sales stock) for operation.

6. Click the "Select" button.

Wait for the main window of the Web Application to load; it will open in accordance with the selected session.

**Notes:**

- *After 3 (three) unsuccessful attempts to enter the two-factor authentication code, the user account is locked.*
- *To unlock the account, please contact Technical Support at [support@mixvel.com](mailto:support@mixvel.com).*
- *The failed attempt counter is reset upon successful code entry.*
- *If the user has not received the credentials or has forgotten the password, they must restore the password.*
- *To ensure the login page displays correctly, it is recommended to clear the browser cache.*

## 2.1.1. First-time authorization

Upon initial login, as well as after upgrading the application to version 1.9.0 or later, the user must perform the following steps for successful authorization:

1. Read the Personal data processing and protection policy and A consent to the policy.

**Note:** *The documents are listed below.*

2. Agree with the Personal data processing and protection policy by clicking the checkbox on the login page.
3. Configure two-factor authentication:

- 3.1 Click the "Login" button.

Instructions for setting up two-factor authentication will be sent to the email address used as your login.

**Note:** *If the email does not arrive within a few minutes, please check your Spam folder.*

- 3.2 Click the "OK" button.

- 3.3 Follow the steps described in the instructions to configure two-factor authentication using the MixVel Key application.

- 3.4 Enter the authentication code from the MixVel Key application and click the "Confirm" button.

Authentication page with the agreement and 2-factor authentication required

### Notes:

- Using two-factor authentication is mandatory for application version 1.9.1 and newer.
- [A link to the Personal Data Processing and Protection Policy for Users of the MixVel LLC Personal Account](#)
- [A link to the consent to the Personal Data Processing and Protection Policy for User of the MixVel LLC Personal Account](#)
- The authentication code is valid for 30 seconds. After 30 seconds, a new authentication code will be generated.

### 2.1.2. Reconfiguring Two-Factor Authentication

Reconfiguring two-factor authentication may be necessary if access to your previously used device is lost or becomes impossible for any reason, as well as when changing your account password.

To regain access to your MixVel Cashier user account and reconfigure two-factor authentication please contact Technical Support at [support@mixvel.com](mailto:support@mixvel.com).

**Note:** When resetting your password independently, you also have the option to reissue a QR code for two-factor authentication. (See the section: [Password Restoration](#) below)

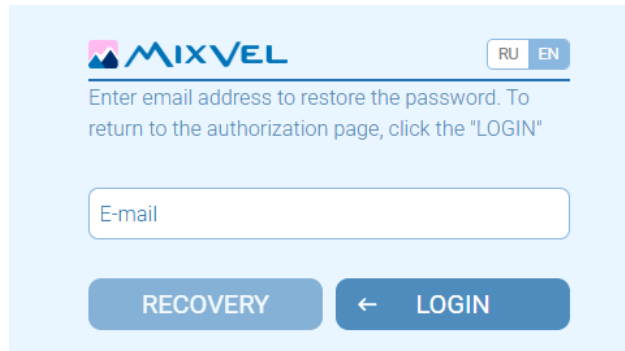
### 2.1.3. Password restoration

For security purposes, the system automatically locks the user account after three unsuccessful password entry attempts. To unlock the account, please contact Technical Support at [support@mixvel.com](mailto:support@mixvel.com) or reset the password manually.

To reset the password manually, perform the following steps:

1. On the login and password entry page, click the "Reset Password" button.

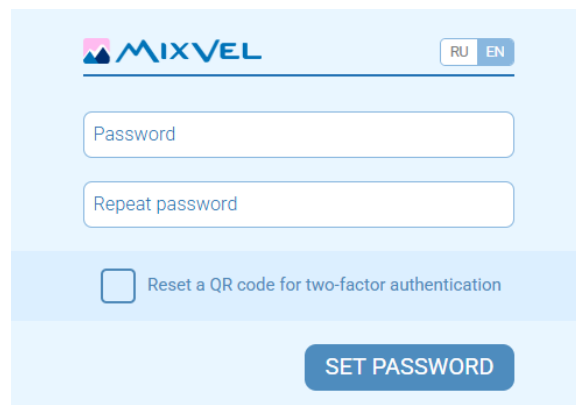
2. In the window that opens, enter the email address that was specified during the registration of your account with the agency.
3. Click the "Recover" button.
4. Open the email containing the password reset instructions in the mailbox that is used as the login to access the application.
5. Follow the steps described in the instructions to reset your account password.



*Password entry page*

**Notes:**

- *If the email does not arrive within a few minutes, check the "Spam" folder or repeat the attempt, ensuring that the entered email address is correct.*
- *When resetting the password manually, reissuance of the QR code for two-factor authentication is available.*



*"Password Recovery" page*

## 2.1.4. Authorization interruption

The system ensures the protection of confidential data and prevents unauthorized access in case the user has forgotten to end the work session or has left the workstation unattended.

If the user remains inactive for 60 minutes, automatic logout from the user account occurs.

To resume work, the authorization procedure must be completed anew.

## 2.2. Search for offers

After successful login to the MixVel Cashier Web Application, the main system interface opens. Navigation between key functional blocks is performed using the menu located in the upper part of the screen.

The "Itinerary" section opens automatically immediately after logging into the system and serves as the starting point for creating new bookings.

To proceed to managing created orders, use the "Order" section.

### 2.2.1. Main search parameters

The offer search page is available in the "Itinerary" section. The main parameters for simple and advanced search are listed below, along with their descriptions:

1. **Departure and Arrival** are mandatory fields. You must enter the code or name of the city, airport, or station using the keyboard. Input in Cyrillic or Latin characters is permitted; mixing alphabets is prohibited.

As characters are entered, a drop-down list with suggestions from the MixVel reference database automatically appears below the field. To facilitate selection, visual markers are used in the suggestion list. Pay attention to the icons to the left of the name.

**Note:** The value must be selected from the pop-up suggestion list. This ensures that the system recognizes the exact geographic location you intended.

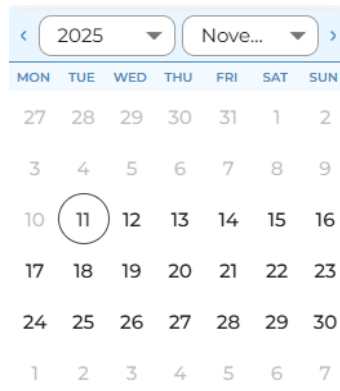


2. **Travel Date** — mandatory field. The date in this field defines the journey start date for searching suitable offers. Manual entry (in DD.MM.YYYY format) or visual selection is permitted: click the calendar icon on the right side of the field to open the interactive calendar, then select the desired year and month, and then click on one of the days in the calendar grid.

**Note:** The system allows searching for offers only up to 365 days in advance from the current date.

3. **Return Date** — optional field. The date in this field defines the journey end date for searching suitable offers. The same rules and restrictions apply to this field as to the Travel Date field.

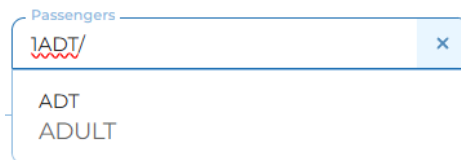
**Note:** If you are planning a one-way journey, leave this field blank.



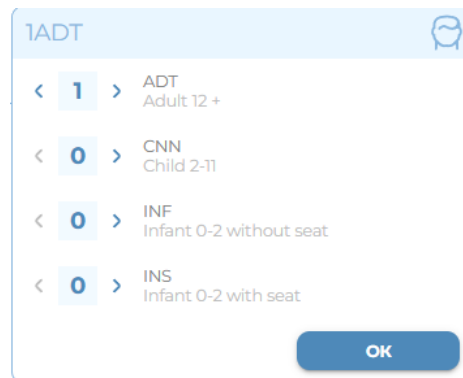
Drop-down calendar

4. **Passengers** — mandatory field. It defines the composition of travelers for whom the offer search is performed. By default, the field is set to: 1 adult passenger (ADT).

In this field, manual entry and visual selection from the list of frequently used categories are permitted: click the person icon on the right side of the field, then set the required number for the desired passenger categories. To confirm the selection, click the "OK" button.



Manual passenger category entry



Drop-down list of frequently used passenger categories

The system uses a specialized input format for precise identification of passenger categories: [quantity][category code]/

- Quantity — a digit indicating the number of passengers in the given category.
- Category code — a three-letter code (IATA standard), e.g., ADT, CNN, INF.
- Separator / — a forward slash separating one category from another. The symbol is added automatically after entering the category code.

**Note:** The system also supports searching by special passenger category codes (for example, for students, senior travelers, or military personnel). To use these, enter them manually in the Passengers field.

## 2.2.2. Additional search parameters

Additional filters

The "Itinerary" section also provides access to additional search parameters:

1. **Cabin** — optional field. This field allows limiting the offer search to a specific class of service on board the aircraft. To change the parameter, expand the drop-down list and select one of the following values: Economy, Premium Economy, Business, First. By default, the value is set to "All", and the system searches across all available classes of service without restrictions.
2. **Subclass (RBD)** — optional field. Manual entry in Cyrillic or Latin characters is permitted in this field. As characters are entered, the system automatically inserts a separator (comma). Maximum of 3 consecutive RBDs.
3. **Brand** — optional field. Manual entry of a brand code in Latin characters with the addition of digits, containing no more than 10 characters, is permitted in this field. The field allows specifying only one brand code per search request.
4. **Carriers** — this field becomes mandatory if the Brand filter is used. Manual entry of IATA and TCH codes in Cyrillic or Latin characters (maximum 2–3 characters) is permitted in this field.
5. **Departure Time** — optional field. Defines the time interval for the departure of the first flight in the itinerary. Input format: HH:MM-HH:MM (e.g., 07:00-12:00).
6. **Arrival Time** — optional field. Defines the time interval for arrival at the final destination of the itinerary. Input format: HH:MM-HH:MM (e.g., 18:00-22:00).
7. **Connecting City** — optional field. Allows specifying a desired transfer point (for connecting itineraries only). Manual entry of IATA and TCH codes in Cyrillic or Latin characters is permitted in this field.

**Note:** The field is unavailable if the "Direct Flights" parameter is activated. The value cannot match the departure or arrival points.

8. **Payment Type** — optional field. Defines the preferred method of payment for the order. Available values: Cash, Payment Order, VT-VPD (Military Transportation Requirement), KR-VPD (Credit Form of Payment VPD).

**Note:** When selecting "VT-VPD" or "KR-VPD", it is necessary to specify the document number, department, and department code (if available). It is prohibited to use VPDs of different departments (MO RF, MVD RF) in one order. For more details on the required VPD data, refer to the "Payment" section.

9. **Currency** — optional field. Restricts search results to offers in the specified currency. Manual entry of currency codes and names in Cyrillic or Latin characters is permitted in this field. Selection from the MixVel reference database drop-down list is mandatory.
10. **Search Type** — optional field. Selection of the offer type from the drop-down list:
  - By default, the value is set to "Regular".
  - "Corp. Agreement": when this value is selected, additional fields appear for entering data related to trilateral agreements. To add multiple agreements, use the "+" button.

**Note:** For details, refer to the section "Searching for Offers under Corporate Fares (Trilateral (3D) Agreements)".
11. **Promocode** — optional field. Used to specify a discount code. The value in this field must begin with the "ACC" prefix. The field is available for simple search only.
12. **Direct Flights** — when activated, the system will search only for itineraries without connections (direct flights).
13. **Allow Airport Change** — when activated, the system will include in the results options where a change of airport is required as part of the connection (e.g., transfer from Domodedovo to Sheremetyevo).
14. **Baggage** — when activated, the system will display only those offers where the cost of baggage carriage is already included in the ticket price.
15. **Hand Luggage** — when activated, the system will display only those offers where carriage of carry-on baggage is included in the ticket price.
16. **M2 Agreement** — when activated, the system will restrict the search to offers available under the M2 bilateral agreement.

### 2.2.3. Searching for Offers under Corporate Fares (Trilateral (3D) Agreements)

Corporate fares are special confidential fares not available for public sale. Their application is governed by trilateral agreements between the Airline, the Corporate Client, and the Agency. To activate searching under trilateral agreements:

1. In the search form (simple or complex itinerary), expand the "Additional Filters" section.
2. Locate the "Search Type" field.
3. From the drop-down list, select the value "Corp. Agreement".

The screenshot shows the MixVel search interface. At the top, there are navigation tabs: "Itinerary", "Hotels", "Order", and "Help". To the right, there are icons for flight, hotel, and car rental, and buttons for "Simple route" and "Complex route". Below these are input fields for "Departure", "Arrival", "Departure date", "Return date", and "PASSENGERS IADT". A section titled "ADDITIONAL FILTERS" is expanded, showing a list of filter options on the left: "Direct flights", "Allow airport change", "Baggage", "Hand luggage", and "M2 agreement". The "SEARCH TYPE" dropdown menu is open, showing "Corporate agreeme...", "Regular", and "Corporate agreement". Other filter fields include "Cabin", "Subclasses", "Brand", "Carriers", "Departure time", "Arrival time", "Connecting city", "PAYMENT TYPE Cash", "Currency", "Carrier", "Contract number", "Discount code", and "TourCode".

Additional search parameter "Search type"

Upon selecting the mode, the interface is supplemented with a block of fields for entering corporate agreement parameters:

1. **Airline** — optional field. The code of the carrier providing the discount. Format: 2–3 characters (IATA or TCH code).
2. **Agreement Number** — optional field. Identifier of the program contract.
3. **Discount Code** — mandatory field. Identifier of the program account for automated fare calculation with special discounts. The code must begin with ACC.
4. **Tour Code** — optional field. Tour code.

If it is necessary to search for offers under multiple corporate agreements simultaneously:

1. After completing the first row of parameters, click the "Add" (plus) button.
2. In the additional row that appears, enter the data for the next agreement.

**Notes:**

- When working with the MixVel text terminal, to add a discount code, the agent uses a discount document and enters the OTHSACC remark.
- When working with the MixVel text terminal, to add a tour code, the OTHSCDTR remark is used.
- Maximum number of agreements used simultaneously: 6 (one main row + 5 additional rows).
- The "Corp. Agreement" search mode may also be used to enter promo codes and other discount codes using a similar activation mechanism.

The screenshot shows a search interface with the following elements:

- Search criteria: Departure, Arrival, Departure date, Return date, PASSENGERS (1ADT).
- Additional filters: Direct flights, Allow airport change, Baggage, Hand luggage, M2 agreement.
- Main search fields: Cabin, Subclasses, Brand, Carriers, Departure time, Arrival time, Connecting city, PAYMENT TYPE (Cash), CURRENCY (RUB).
- Corporate agreement table:
 

SEARCH TYPE	Carrier	Contract number	Discount code	TourCode
Corporate agreement				
	Carrier	Contract number	Discount code	TourCode
	Carrier	Contract number	Discount code	TourCode
	Carrier	Contract number	Discount code	TourCode
	Carrier	Contract number	Discount code	TourCode
	Carrier	Contract number	Discount code	TourCode
	Carrier	Contract number	Discount code	TourCode

*Block of additional fields for 3D search*

## 2.2.4. Simple route search

A simple itinerary is a basic search scenario that implies a flight from point A to point B (one-way) or round trip.

To perform a search for a simple itinerary, the following mandatory fields must be completed:

1. Departure
2. Arrival
3. Travel Date
4. Passengers

**Note:** The "Return Date" field is optional. If it is left blank, the system searches for one-way tickets.

To refine the search query and achieve a more precise match with the client's requirements, use the additional filters. They are grouped in a separate section and are completed optionally.

Accessing additional filters:

1. On the search form, locate the "Additional Filters" button.
2. Click it to expand the hidden panel with additional fields.
3. In the expanded panel, all optional parameters described in the Additional Search Parameters section (see above) are available.

## 2.2.5. Complex route search

A complex route is intended for searching for flights consisting of several consecutive segments (legs), for example: Moscow → Paris → Rome → Moscow. This mode provides greater flexibility when planning multi-leg journeys.

To switch to the complex route mode, click the "Simple Route / Complex Route" toggle in the upper right corner of the search form.

The screenshot shows a search form with a navigation bar at the top containing 'Itinerary', 'Hotels', 'Order', and 'Help'. To the right of these are icons for a plane, a calendar, a speech bubble, and a magnifying glass. Below the navigation bar is a search type toggle with 'Simple route' selected and 'Complex route' unselected. The main search area contains fields for 'Departure', 'Arrival', 'Departure date', 'Return date', and 'PASSENGERS IADT'. There are also icons for a speech bubble and a magnifying glass next to the 'PASSENGERS IADT' field. At the bottom right of the search area is a link for 'ADDITIONAL FILTERS' with a dropdown arrow.

Search type switch

When switching to the complex itinerary mode, the form changes:

1. Adding segments: To add a new segment, click the "Plus" button at the end of the last row.
2. Removing segments: To remove an unnecessary segment, click the "Delete" (cross) button at the end of the corresponding row.

In the complex itinerary mode, all search filters are applied globally to the entire flight chain. They are located in the lower part of the form:

1. Direct Flights
2. Airport Change
3. Baggage
4. Carry-on Baggage
5. Search Type
6. Form of Payment
7. Currency

**Note:** *In the current version of the application, additional filters for each individual row (segment) of the itinerary are unavailable.*

## 2.2.6. Search results

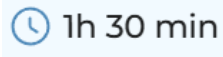


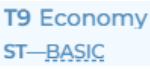
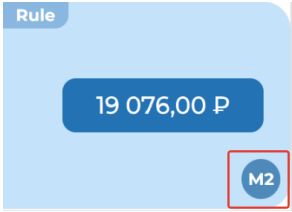
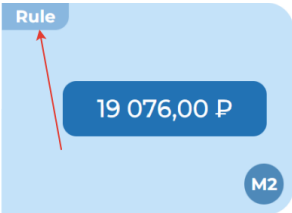
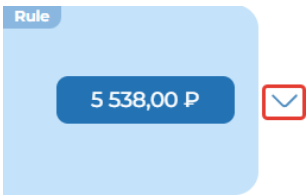
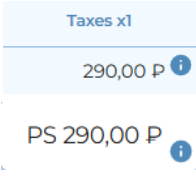
After clicking the "Search Flights" button, the system processes the request and displays the results page. This page presents a list of commercial offers (flight options) that match the specified parameters.

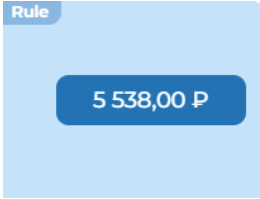
Route search results

Each flight option is presented as a separate row. All flights included in a single offer are visually grouped and combined by a common blue header. This header contains the main information elements and the offer management controls.

A single offer without price details

Parameter	Interface	Description
Flight number	DP 210	Carrier's flight number
Carrier	Pobeda A...	Full carrier name
Aircraft type	Pobeda A... 73H	Aircraft model type code
Departure and arrival date and time	SVO (D) - 08:50 30 Apr,Th      LED (I) - 10:20 30 Apr,Th	Displayed for each flight segment. The local time of the departure and arrival airports is indicated. For convenience, the Day of the week is also indicated.
Departure and arrival airports		IATA airport codes (e.g., DME, JFK). For convenience, the

		terminal may also be indicated (e.g., SVO (D)).
Flight time		General flight time for the segment (leg)
Baggage and Hand luggage		Interactive button. Opens a window displaying brief information about baggage and hand luggage.
Brand options		Fare refundability, whether seat selection, meals, and lounge access are included in the fare.
Cabin and brand information		Subclass, number of available seats, class of service (cabin), brand code and name.
"M2" icon		This icon is displayed when the "M2 Agreement" filter was enabled during the search.
"Rule" button		Interactive button. Opens a window displaying fare rules' details.
"Details" button		Interactive button. Opens detailed offer information with a cost breakdown, detailed information on the number and categories of tickets included in this offer.
The "i" button		Interactive button. Opens a pop-up window with detailed information on the components of the amount.  The button appears only if multiple Taxes and/or Fees have been obtained in the offer.

<p>Price button</p>		<p>Interactive button. Displays the total cost of the offer (for all passengers) and the currency code.</p> <p>Clicking this button initiates the booking operation for the selected offer.</p>
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## 2.3. Fare Rules

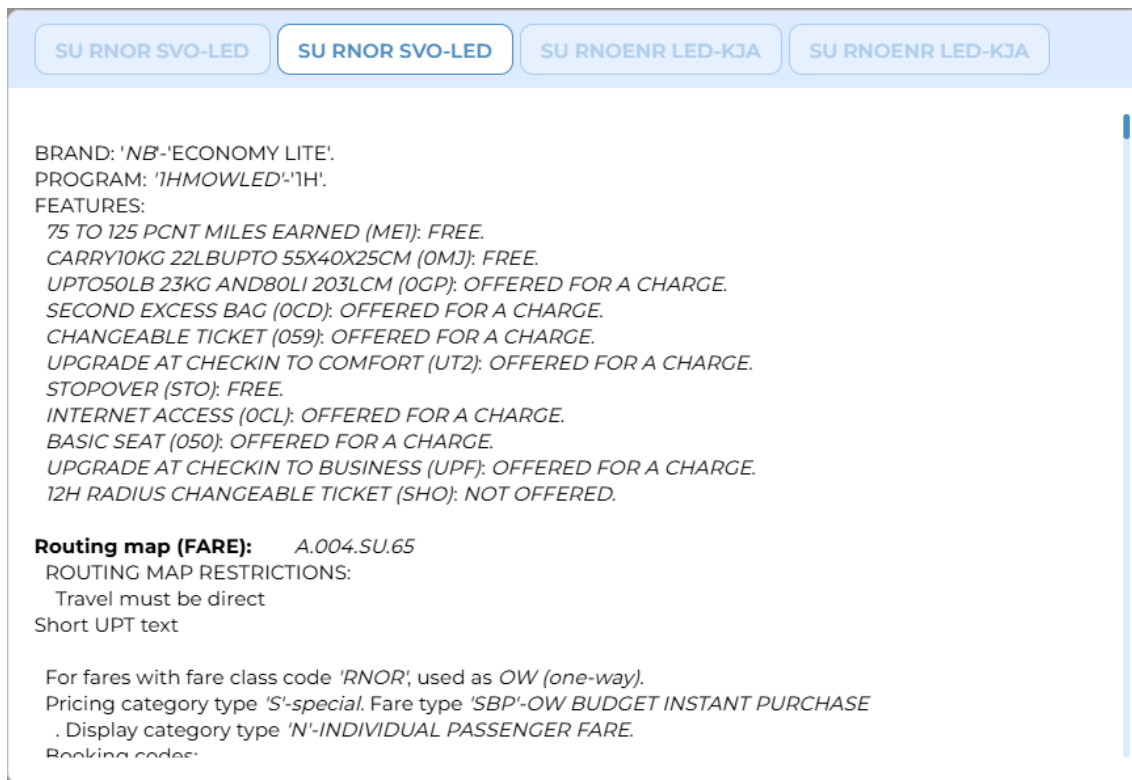
**Fare Rules** represent a formalized set of terms that a passenger must comply with for the carrier to apply a specific fare. Fare Rules may include conditions related to passenger details, ticket issuance/exchange/refund procedures, carriage specifics, and other relevant conditions.

To view the Fare Rules, the user must click the “Rule” button in one of the following contexts:

- Within a specific offer in the route search results,
- In the selected offer during the booking process, or
- In an already created order.

Clicking the button opens a pop-up window displaying the Fare Rules for the selected flight segment. If the itinerary contains multiple segments, the user can review the Fare Rules for each individual segment by switching between tabs located at the top of the pop-up window.

Should any ancillary services be included in the offer, their respective terms and conditions will also be displayed within the same Fare Rules window.



A pop-up window with Fare Rules

Fare Rules apply to the following fare types:

- **Standard fares** impose no restrictions on carriage and include full-year fares for First, Business, and Economy cabins.
- **Special fares**, which carriers establish with specific conditions — such as minimum and maximum stay requirements at the destination, ticket refundability, rebooking rules, etc. Special fares are typically priced lower than standard fares, enabling airlines to attract additional passengers and thereby increase revenue.

Basic fare restrictions may be defined within the following categories:

1. Selectability
2. Day of week / Time of day
3. Seasonality
4. Flight applicability
5. Booking and ticketing
6. Minimum stay
7. Maximum stay
8. Stopovers
9. Transfers
10. Fare construction and combinations
11. Blackout dates
12. Fare surcharges or discounts
13. Accompanied passenger requirements
14. Carriage restrictions
15. Sales restrictions
16. Penalties for voluntary changes
17. Highest Intermediate Point/ Mileage accrual rules
18. Ticketing advisories
19. Child and infant discounts
20. Group leader discounts
21. Agent discounts
22. Other discounts
23. Additional fare restrictions
24. Fare basis (as defined in Fare Rules)
25. Voluntary exchange
26. Voluntary refund
27. Confidential fare restrictions
28. General applicability

## 2.4. Booking creation

Booking can be initiated only from a priced offer selected in the route search results. When the user clicks the “Price” button, the system opens a provisional booking session and temporarily holds seats from the available inventory.

The user is granted a limited amount of time — clearly shown on the screen — to provide the minimum required passenger information to complete the booking. The itinerary details displayed during this process always match the originally selected offer without any modifications.

The screenshot displays the 'Itinerary' tab of the booking interface. At the top right, a red warning indicates 'Session time remaining: 12 min'. The itinerary shows two flight segments: DP 6824 (Pobeda A... 73H) from LED (1) to SVO (D) on 30 Jan, Fr, and DP 6547 (Pobeda A... 73H) from SVO (D) to KJA (1) on 01 Feb, Su. Below the flights, the passenger information for '1 ADT' (1 adult) is shown for 'SMITH JOHN JR'. Fields include: LAST NAME (SMITH), NAME MIDDLE NAME (JOHN JR), PAX CODE (ADT), GENDER (M), DATE OF BIRTH (23.05.2006), PHONE NUMBER (+1 (555) 955-65-85), PHONE TYPE (Mobile), EMAIL (brandon\_james@mail.cc), IDENTITY DOCUMENT (1666554534), DOC. TYPE (PS), and COUNTRY (RU). At the bottom, there is an 'AGENCY AND OTHER CONTACTS' section with fields for PHONE NUMBER (+7 (798) 798-79-87), CONTACT TYPE (Agency), and EMAIL (a.borisov\_str\_unit@mixvel.c). Buttons for '← BACK' and 'CREATE ORDER' are visible.

*Pre-booking window with the indicated time for booking*

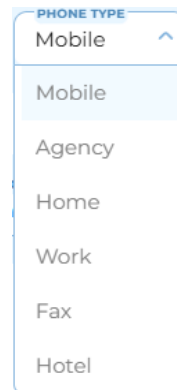
Minimum required fields to complete the booking

### 1) Passenger fields (for passengers with a seat assigned):

- **Last Name** – Mandatory field. Only letters from a single alphabet are permitted. If the passenger has a double last name, it must be entered with a space.
- **Name/ Middle Name** – Mandatory field. The Middle Name (if applicable) is entered after a space and is required for domestic flights within the Russian Federation if it appears in the passenger’s official identity document. Only letters from a single alphabet are allowed. Double first names should be entered with a space between them.
- **Gender** – Mandatory field. Options: Male / Female. Default selection is Male.
- **Pax Code** – Pre-filled based on the data entered during the flight search. This value cannot be changed during booking creation.
- **Date of Birth** – Mandatory field. Can be entered manually as text or selected via an interactive calendar. The internal format is 8 digits: DD.MM.YYYY, with the full four-digit year required. Separators (dots) are inserted automatically as the user types in the field.

The calendar interface includes dropdown selectors for both month and year, allowing independent selection. After choosing the year and month, the user selects the specific day by clicking on the corresponding date in the calendar view.

- **Mobile Phone** – Optional field. The mobile number field accepts international phone numbers consisting of 11 to 15 digits. Additionally, the user may optionally add another type of phone number for any passenger by selecting the number type (e.g., home, work, etc.) from a dropdown list “Phone type”.



Types of phone numbers

**Note:** Mandatory for at least one passenger with a seat in the order.

- **Email** - Optional field.

**Note:** Mandatory for at least one passenger with a seat.

- **Identity Document Number** – This field must be completed before payment. The user must enter the document number manually via the keyboard.
- **Identity Document Type** – This field is also mandatory before payment. The user may either enter the document type manually or select it from suggestions of valid document types. The system offers suggestions as the user types.

**Note:** If the Birth Certificate was issued by the foreign country (different from the default selection), select the corresponding country code. When entering an SR (Birth Certificate) number do not use spaces or hyphens.

- **Citizenship (Country)** – This field must be completed before payment. The user may either manually enter a country code or select a country from the suggestions. As the user types, an auto-suggest dropdown displays all countries matching the entered characters (by country name or ISO country code). The default country for the document is RU (Russian Federation).
- **Document Expiry Date** – Mandatory for all international document types. This field must be filled in before proceeding with payment.

## 2) Fields for an Infant (without a seat):

Fields for entering infant-without-a-seat information are located within the accompanying adult passenger’s section.

- **Last Name** – Mandatory field.
- **Name / Middle Name** – Mandatory field. The Middle Name (entered after a space) is optional unless it appears in the infant’s official identity document.
- **Gender** – Mandatory field. Default selection is M (Male).

- **Date of Birth** – Mandatory for INF (Infant) passengers. The infant must be under two years old on the date of the first outbound flight shown on the ticket.
- **Passenger Category** – based on the data entered during the flight search. This value cannot be changed at the time of creating the booking.
- **Identity Document Number and Document Type** – Both fields are mandatory and must be completed before ticketing.

## 2.4.1. Available actions on prebooking page

The following actions are available on the prebooking page:

- Create Order – initiates the booking process;
- Back – cancels the current session and returns the user to the search results;
- Commission – opens the agent commission details.

If the user navigates away from the booking creation page to any other page within the MixVel Cashier web application, the booking session will be automatically cancelled. After leaving the page, the user cannot return to complete the booking for the previously selected offer.

## 2.4.2. Agent commission

On the booking creation page, the user can add an agent commission by clicking the “Commission” button.

The screenshot displays the prebooking interface. At the top, there are tabs for 'Itinerary', 'Hotels', 'Order', and 'Help'. A 'Session time remaining: 12 min' indicator is visible. The main section shows two flight segments: DP 6824 (Pobeda A... 73H) and DP 6547 (Pobeda A... 73H). Below the flights, there is a 'PASSENGERS: 1' section with a dropdown for 'ADT' (1 adult). The passenger details form includes fields for last name (SMITH), name middle name (JOHN JR), PAX CODE (ADT), sex (M/F), date of birth (23.05.2006), phone number (+1 (555) 955-65-85), phone type (Mobile), email (brandon\_james@mail.cc), identity document (1666554534), doc. type (PS), and country (RU). There is also an 'AGENCY AND OTHER CONTACTS' section with fields for phone number (+7 (798) 798-79-87), contact type (Agency), and email (a.borisov\_str\_unit@mixvel.c). A 'Commission: 0 P' indicator is present. At the bottom right, there are 'BACK' and 'CREATE ORDER' buttons.

Agent commission button

The following commission handling scenarios are implemented in the current version of the system:

1. For all passengers in the order:  
It is possible to add a commission for all passengers in the order at once.
2. For a single passenger category:  
It is possible to add a commission for all passengers of a specific category (for example, only for ADT adults or only for CNN children).
3. Combining commissions:

If a commission is added for all passengers and for a specific category simultaneously, the passengers of the selected category will receive both commissions (aggregation).

#### 4. Multiple segments:

If the order includes several flight segments, the commission amount will be added to each segment separately.

**Note:** In the current version commissions can only be added in Russian Rubles (RUB).

A pop-up window for agent commission

The added commission is displayed in the expanded route price breakdown block, in the "Fees" column.

PNR: 29KMX1 Order: 82477-260318-OTT5153

Pay before: 10:26 18.03.2026

Passenger category	Fare code	Hand luggage	Baggage	Amount x1	Equiv amount x1	Taxes x1	Fees x1
ADT:1	XALLAG	Yes	No	3 654,00 P	0 P	0 P	250,00 P
CNN:1	XALLAG	Yes	No	1 830,00 P	0 P	0 P	100,00 P

Rule	5 834,00 P
2 tickets	
1 travel document per 1 passenger	
Services:	0 P
<b>Total:</b>	<b>5 834,00 P</b>

An expanded price breakdown with agent commission



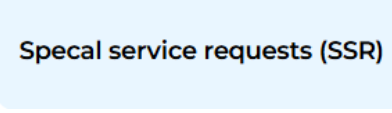
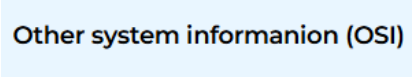
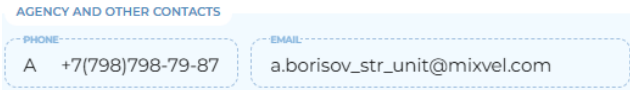

## 2.5. Order operations

Once an order is successfully created, you can perform the following actions:

1. Refresh order data
2. Edit passenger details

The following parameters become available after a booking is successfully created:

Parameter	Interface	Description
PNR (Passenger Name Record) number	<b>PNR: 29RNVP</b>	Unique order identification number
MixVel order number	<b>Order: 82477-260422-OTY4979</b>	Internal order number in the MixVel system
Payment time limit or order status	<b>Pay before: 16:46 27.04.2026</b>	This field contains either time limit, order status, ticketing date
Route details		Flight segments' information including dates and directions
Route price, total ancillary services price, total order price		Aggregated order price and ancillary services' information
"Details" button		Clicking this button will expand price details
Price details		Contains detailed prices applicable to the order
Order management panel		Contains available operations
Passengers' information		Displayed as a collapsed block with the ability to expand it

Ancillary services information		A list of ancillary services with the amount and status for each
Additional passenger menu		An interactive button for managing passenger's information
Special Service Request (SSR) remark block		Contains individual passengers' requests associated with the order
Other Service Information (OSI) remark block		Additional service information associated with the order
Agency contacts		Issuing agency contacts
Tickets and EMDs' information block		Contains tickets and EMDs' data. Only in paid orders

## 2.5.1. Order information update

The Update operation is intended for synchronizing the data of the current order with up-to-date information from the carrier (airline) and the system.

Performing an update is necessary in the following cases:

- Obtaining the current order status.
- Requesting updates from the carrier (change of departure time, flight status, aircraft substitution, etc.).
- Discarding changes that have been entered but not saved (reset to the current state of the order in the system).

Order update procedure:

1. Open an existing order.
2. On the order details page, click the "Update" button (located below the order price block).
3. The system will execute the request and update the order data.

Pay before: 14:22 21.01.2026

Rule	
B Economy EC-ECONOMY.C... HK	16 230,00 P
Services:	0 P
Total:	16 230,00 P

Update Save Exit

*Order Update button*

When performing the update operation, the MixVel Cashier Web Application interacts with the cache (temporary data storage). Understanding this mechanism is essential for proper handling of changes:

If changes have been made to the current order (for example, passenger data has been edited) but have not yet been saved, clicking the "Update" button will prompt the system to offer options for handling these changes:

- Discard changes ("Yes" button) — clear the application cache and display only the up-to-date data from the carrier.
- Keep changes ("No" button) — continue editing the order data. The system will display all unsaved edits. The order refresh will not be performed.

## 2.5.2. Passenger Data Management

After an order is created, the user can view and modify passenger information, as well as add additional data. Access to management functions is provided via an additional menu available for each passenger.

1. ANDREEV NIKKAS RATKULAS	24.03.2001	PS 2315465552	+7 (999) 186-96-30	☰
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*Additional passenger menu buttons*

The following menu items are available for passengers with a seat:

1. Edit — modification of the passenger's primary data (see section "Edit Passenger details before Payment").
2. Add → Phone — addition of an extra contact phone number for this passenger.
3. Add → E-mail — addition of an extra email address for the passenger.
4. Add → Visa — entry of data for the document permitting entry into the country of stay (visa).
5. Add → Address — entry of the passenger's place of stay or residence address.

Additional passenger menu

**Note:** For passengers of the INF category (infant without a seat), the menu additionally includes the "Delete" item (see section "Remove a Passenger without a Seat").

## 2.5.2.1. Edit Passenger Details Before Payment

In the order viewing mode, prior to payment, the following passenger data can be modified:

- Personal details: last name, first name, middle name, date of birth, gender.
- Identity document details.
- Contact details: phone number, email address.

Passenger data in editing mode

Passenger data editing procedure:

1. Open the passenger's additional menu and click the "Edit" button.
2. The system will switch the selected passenger to editing mode. In this mode:
  - All other actions with the order (navigation via the order management panel, editing other passengers) become unavailable.
  - The additional menu button is replaced by two control buttons: the checkmark button "Apply Changes" and the cross button "Cancel Changes".
3. Make the necessary changes to the passenger data fields.
4. Click the checkmark button "Apply Changes".
5. Click the "Save" button on the order management panel.
6. The system will save all accumulated changes and update the order data.

**Note:** After clicking the checkmark button "Apply Changes", the modifications are saved in an intermediate cache. The changes in the cache have not yet been applied to the order. To finalize the changes, click the "Save" button.

*Passenger data changes has been saved in the order's cache*

The user may delete a passenger's contact phone number or email address by clicking the red cross button next to the corresponding field.

The identity document cannot be deleted. It can only be modified (replaced with a different type or number).

**Note:** Before deleting contact details, ensure that at least one passenger in the order has an associated mobile phone number and one email address. If the order is left without the mandatory contacts, the system will block saving until the data is restored.

## 2.5.2.2. Add passenger contact details

Contact details (phone number and email address) are used to communicate with the passenger, send confirmations, and provide notifications of flight changes.

**Note:** In the current version, adding and editing contact details is available only prior to order payment.

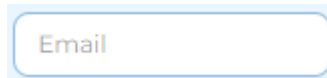
To add a phone number, perform the following steps:

1. Open the additional passenger menu and select "Add" → "Phone".
2. In the opened form complete the following fields:
  - Phone Number — mandatory field. Number in international format between 11 and 15 digits.
  - Contact Type — mandatory field. Select contact type from the drop-down list.
3. Click the "Save" button to add the number.

*Phone number adding*

To add an email address, perform the following steps:

1. Open the additional passenger menu and select "Add" → "E-Mail".
2. In the opened form complete the following field:
  - E-Mail (Email Address) — mandatory field. Format: username@domain.zone
3. Click the "Save" button to add the address.



*Email adding*

### 2.5.2.3. Add a visa for entry into the destination country

For passengers traveling on international flights, providing visa details — a document permitting entry into the destination country — may be required.

To add a visa for a passenger in the order, the following fields must be completed:

1. **Visa Number** — mandatory field;
2. **Place of Issue** — mandatory field. Manual entry in Latin characters is permitted;
3. **Date of Issue** — mandatory field. Cannot be later than the departure date;
4. **Country** — mandatory field. The code of the country that issued the visa; manual entry of the code or name, or selection of a value from the MixVel reference database is permitted;
5. **Place of Birth** — optional field. Manual entry in Latin characters is permitted;
6. **Expiration Date** — mandatory field.



*Visa adding*

**Note:** Only one visa may be added per passenger in the booking. Each visa number must be unique, including for infants.

### 2.5.2.4. Add a passenger's stay or a residential address

Providing the passenger's destination address or permanent residence address may be required for certain travels.

To add a destination or residence address select "Add" → "Address" in the additional passenger menu and complete the following fields:

1. **Address Type** — mandatory field. Select the address type — Residence or Destination;
2. **City** — mandatory field. Manual entry in Latin characters is permitted;

3. **Country** — mandatory field. Manual entry of the code or name of the country of entry or residence, or selection of a value from the reference database, is permitted;
4. **Postcode** — mandatory field. Manual entry of Latin characters or digits is permitted;
5. **Address** — mandatory field. Manual entry in Latin characters is permitted;
6. **State/Area** — optional field. Manual entry in Latin characters is permitted.

*Address information adding*

**Note:** *Up to two addresses of different types may be added per passenger in the booking.*

### 2.5.2.5. Remove a passenger without a seat from the booking before payment

A created order provides the option to delete a passenger of the INF category (infant without a seat) prior to payment.

The procedure for deleting an infant without a seat consists of the following steps:

1. Open the existing order.
2. Locate the infant without a seat in the passenger list.
3. In the row of this passenger, click the passenger's additional menu button.
4. Select the "Delete" option.
5. The system will request confirmation of the operation. Confirm the deletion.

**Note:** *At this stage, the operation is recorded in the system but has not yet been applied to the order. Until the order is saved, any other changes to the order become unavailable.*

6. To finalize the deletion operation, click the "Save" button.

The system will save the changes, and the INF category passenger will be permanently removed from the order.

## 2.5.3. Adding Airline Bonus Program Accounts

In the MixVel Cashier Web-Application, the user is able to add bonus program accounts prior to order payment. The functions are accessed via the additional passenger menu available for each passenger with a seat (See the section: [Passenger Data Management](#)).

Flight	Bonus account	Tier	Status	All
U6 555	<input type="text" value="Bonus account"/>			<input type="checkbox"/>

*Bonus account fields in the Order section*

Procedure for adding a loyalty program account:

1. Open the existing unpaid order.
2. Open the passenger's additional menu and click the "Bonus Account" button.
3. The system will display the bonus account block below the selected passenger's data.

**Note:** *The flight numbers from the order will be indicated in the first column.*

4. Enter the bonus program account numbers.

**Note:** *A separate bonus account can be added for each segment. To add a bonus account to all segments, check the "All" checkbox.*

5. Click the checkmark button "Apply Changes".
6. If necessary, add bonus accounts for other passengers in the order by repeating steps 2–5.
7. Click the "Save" button on the order management panel.
8. The system will save all accumulated changes and update the order data.

After the changes are saved, the corresponding passenger blocks will display the bonus program account tier levels (if available) and the statuses of their addition to the order.

To modify or delete previously added bonus accounts, open the additional passenger menu and click the "Edit" button.

**Notes:**

- *A bonus account can only be added to a passenger with a seat.*
- *If the "All" checkbox is selected, the bonus account specified in the first row of the bonus account block for the given passenger will be added to all segments of the order.*

- *Added bonus accounts are displayed in the information blocks of the corresponding passengers.*
- *Color coding is used for bonus account statuses (similar to ancillary services statuses).*
- *Adding, modifying, or deleting bonus account data is possible only in the passenger editing mode and only prior to order payment.*

## 2.6. Ancillary services

The "Service" section, accessible from the order management panel, allows adding and managing additional services associated with the air travel. Such services include: excess baggage carriage, seat selection in the cabin, onboard catering, insurance, and other paid services provided by the airline.

Order History Split Remark **Service** Payment Exchange Cancel Refund Update Save Exit

PASSENGERS: 3 ADT 1 adult CNN 1 child INF 1 infant without seat INSURANCE PASSENGER LIST IN ORDER SMITH JOHN JR

1. SMITH JOHN JR

SVO SN 275 LED LED N4 521 AER  
 28.01.26 20:05 28.01.26 21:35 29.01.26 11:30 29.01.26 16:45

RFISC Service name RFIC Group GET SERVICES

#	RFISC	RFLC	Group	EMD	Type	SSR	Service name	Price
1	O19	G	ML	EMD-A	F		DESSERT	246,00 P
2	KR5	G	ML	EMD-A	F		HOT WOK WITH CHICKEN	719,00 P
3	O17	G	ML	EMD-A	F		TEA WITH CHOCOLATE	279,00 P
4	CH1	G	ML	EMD-A	F		INFANT MEAL	499,00 P
5	PN2	G	ML	EMD-A	F		HOT SET AS FOR PILOT	999,00 P
6	L02	G	ML	EMD-A	F		DESSERT	246,00 P
7	L03	G	ML	EMD-A	F		DESSERT	246,00 P
8	O16	G	ML	EMD-A	F		DESSERT WITH PASSION FRUIT	279,00 P
9	OB3	G	ML	EMD-A	F		MEAT PLATTER	849,00 P
10	OLO	G	ML	EMD-A	F		CHEESE PLATTER	699,00 P

ADD SERVICES

All selected passengers

JOHN JR SMITH

← 1 2 3 ... 11 12 13 →

Order view with Service section opened

### 2.6.1. Adding Ancillary services to an Order

To add additional services to the order, perform the following steps:

#### 1. Select the passengers:

Select one passenger or a group of passengers of the same category from the drop-down list. By default, the first adult passenger in the order is selected. When selecting multiple passengers of the same type (e.g., ADT adults only), the corresponding information blocks are displayed in the table. Data for passengers without a seat (INF) is displayed within the block of the linked adult passenger.

#### 2. Select an itinerary segment:

Select the segment (flight) to apply the services to. Only one segment can be selected at a time.

#### 3. Retrieve the list of services:

Click the "Get Services" button to load the list of available services for the selected segment. When changing the segment, you must click the button again.

#### 4. Apply filters (if necessary):

To find the required service use the filter bar. The following criteria are available:

- By RFISC code — search by subcode defining the type of service;

- By name — text search by service name;
- By RFIC — filter by service group code;
- By group — filter by industry service groups (e.g., BG — baggage, ST — seat selection).

To clear a filter, click the cross next to the selected value.

## 5. Specify the quantity of services:

Set the number of service units for the selected passenger using the interactive counter in the services table.

## 6. Add services:

Click the "Add services" button to save the selected services in the application cache. If you need to add different services or different quantities for different passengers, repeat the steps for each passenger individually.

## 7. Save changes to the order:

Click the "Save" button to apply the changes to the order.

## 8. Obtain confirmation from the carrier:

After saving the services, you must obtain confirmation from the carrier regarding the status of each service: accepted for fulfillment, awaiting processing, or an error has occurred. To update the information, click the "Update" button next to the order management panel or navigate to the "Order" section.

If the added services are confirmed and require payment, the TOTAL order cost will change. The total cost of the added services will be reflected in the itinerary information block under the Services line.

Color encoding is used for quick visual assessment of the status of each added service:

038 LARGE PET IN HOLD OVER 50KG IO1825 14 000,00 P <span style="background-color: red; color: white; padding: 2px;">HN</span>	Service requires carrier confirmation
0FK UPTO70LB 32KG OVER80LI 203LCM IO1825 14 100,00 P <span style="background-color: blue; color: white; padding: 2px;">HD</span>	Service requires payment
 021 5556180061177 PET IN CABIN UP TO 5 KG 3500 py6. <span style="border: 1px dashed blue; border-radius: 10px; padding: 2px;">HI</span>	Service confirmed / No action required
OIG 6066160007344 EXCESS WEIGHTSIZE MAX32KG203CM A9627 4 650,00 P <span style="background-color: gray; color: white; padding: 2px;">XX</span>	Service declined or cancelled by the carrier

The page also provides functionality for adding insurance products using the "Insurance Services" button (See the section: [Insurance Services](#)).

## 2.6.2. Removing Ancillary Services from an Order

Deletion of additional services is available prior to order payment.

**Note:** Only unpaid services (any statuses except HI) can be deleted. For paid services, either Refund or Payment Cancellation is permitted (before the time limit expires).

To delete a service, perform the following steps:

1. Open the order and navigate to the "Service" section.
2. In the information block of the required passenger, locate the added services.
3. Click the cross button next to the required service.

The service will be marked for deletion:

- the "Save" button will display the "del." indicator;
- the change will be saved in the cache but will not yet be applied to the order.

4. Click the "Save" button to confirm the deletion.

### 2.6.3. Payment for Ancillary Services

Payment for additional services is performed as part of the overall order payment process and is possible in the following cases:

- simultaneously with payment for the main order;
- separately — if services are added to an already paid order (only the new services are paid for).

To pay for additional services, perform the following steps:

1. Navigate to the "Payment" section.
2. Select the form of payment from the available options.
3. Click the "Issue" button to process the transaction.

PNR: 298WC9 Order: 25716-260122-OYE1233 Pay before: 12:01 27.01.2026

A9 627 Georgian ... TBS - 12:00 CDG (1) - 15:00 6h 0 min 8 kg 1 x 23 kg H Economy STD-STANDARD HK **19 619,00 P**

Services:	9 660,00 P
<b>Total:</b>	<b>29 279,00 P</b>

Order History Split Remark Service **Payment** Exchange Cancel Refund Update Save Exit

PASSENGERS: 1 ADT 1 adult

PAYMENT FORM: Cash

For payment: Cash **29 279,00 P** **ISSUE**

1. BRANDON JAMES SMITH 27.08.2001

0FN UPT070LB 32KG AND80LI 203LCM A9627 9 660,00 P HD

Payment page with services in a paid order

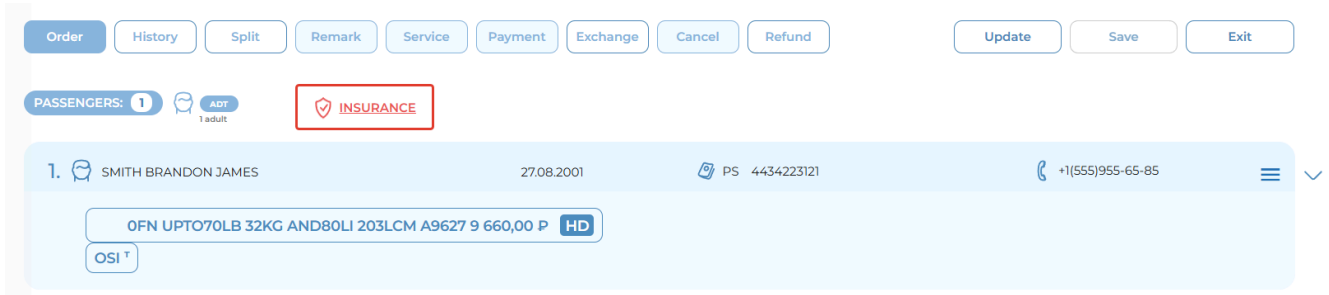
#### Notes:

- Payment must be completed before the time limit displayed at the top of the page expires; otherwise, the services may be released from the booking.
- Payment for additional services separately from an unpaid order is available only for insurance products.
- After successful payment, an EMD number is assigned to each processed service.

- The EMD number is displayed on the service badge.
- To view detailed document information, click on the EMD number — a pop-up window containing the document form will open.

## 2.6.4. Insurance services

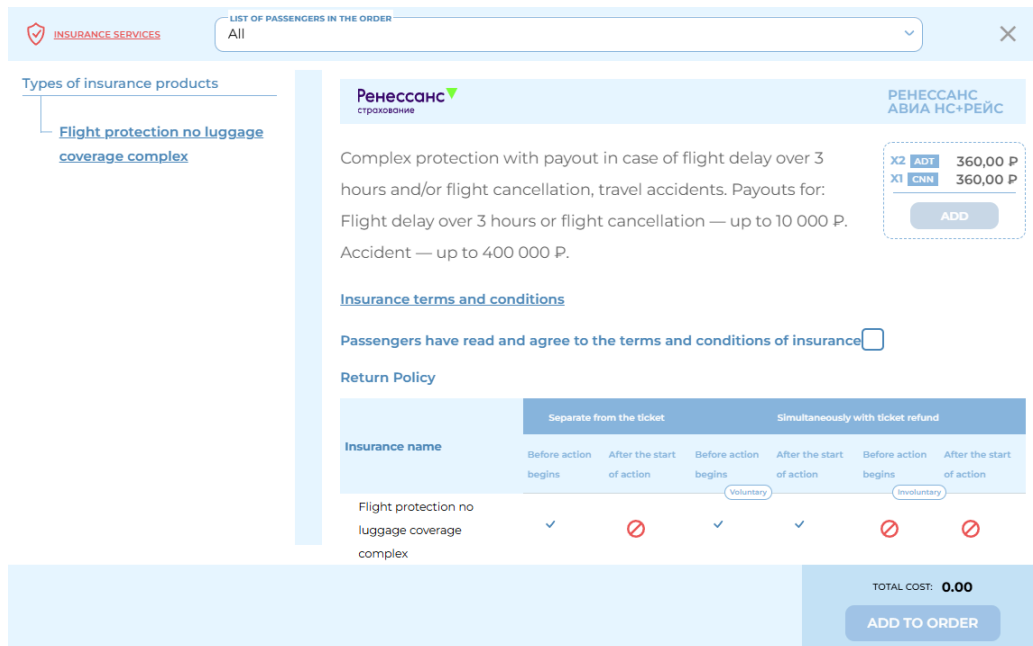
The MixVel Cashier Web Application provides the capability to add insurance products to an order. Insurance can be arranged both immediately after creating a booking and for an already paid order.



*Insurance services button*

Insurance services are available in two sections:

- The "Order" section — on the order management panel.
- The "Service" section.



*Insurance product offer window*

To add insurance services, perform the following steps:

1. **Click the "Insurance Services" button:**  
The system will select and display suitable insurance offers for the given order.
2. **Select passengers:**  
The "List of Passengers in the order" field displays all passengers in the current order and

their categories. By default, all passengers in the order are selected. You may select a specific passenger or keep all selected.

**3. Select an insurance product:**

The list of insurance products suitable for the given order becomes available after selecting passengers. Click on the product name in the left part of the window to view detailed information about it.

**4. Calculate the price:**

After selecting an insurance product and opening its detailed information, the system will display the current price. The price may be displayed in different ways.

**5. Review the detailed information:**

A detailed description is displayed in the right part of the window when a product is selected:

- a. Information about the product, insurance payouts, and compensations.
- b. A link to the insurance premium refund conditions.
- c. A link to the ISTOCK information system for insurance Rules and Conditions (for products issued in a neutral TCH session).

**6. Add the insurance product to the cart:**

Check the checkbox "Passengers have read and agree to the insurance rules and conditions" and click the "Add" button. The selected product will appear in the cart (within the same pop-up window).

**7. Add the insurance product to the order:**

To add all selected products to the application cache, click the "Add to Order" button.

**8. Finalize changes to the order:**

The added insurance services appear in the application cache. To add the changes, click the "Save" button.

After a successful payment for the insurance services, the system will display badges with information about the insurance services.



*Insurance services label in the order*

**Notes:**

- *If no suitable insurance products are found, the window will contain the message: "No insurance products found for the order."*
- *If passengers of different categories have the same insurance price, the price for each passenger category will be displayed separately.*
- *If passengers of the same category have the same insurance price, the system will consolidate information for these passengers.*
- *If pop-up windows are blocked in the browser, only the ISTOCK main page will open. In this case, allow pop-up windows in the browser settings and click the link again.*

- The same insurance product cannot be added twice to the same passenger.
- If necessary, an insurance product can be removed directly from the pop-up window by clicking the cross button on the specific insurance service badge.
- All itinerary segments of the order are included in the calculation of the insurance product cost (the full flight itinerary is taken into account).

## 2.6.5. Refund of Insurance Services

If it is necessary to cancel the insurance policy (subject to compliance with the insurance refund conditions), a procedure for refunding the insurance service is provided directly from the order interface.

To refund an insurance service, perform the following steps:

1. Open the order with the paid insurance service.
2. Navigate to the "Refund" section on the order management panel.
3. Select the insurance service to be refunded (check the checkbox).
4. Click the "Refund Calculation" button.
5. Review the calculated refund amount.
6. Check the checkbox "Agree with the refund calculation".
7. Click the "Refund" button to confirm the operation.

**Note:** After the refund is processed, the insurance policies become void.

Refund window

## 2.7. Special Service Requests (SSRs)

The "Remark" section is accessible from the order management panel. This section is intended for adding and managing special passenger requests and service information transmitted to the airline.

The MixVel Cashier Web Application supports the following types of remarks:

- SSR (Special Service Request) — special passenger requests;
- OSI (Other Service Information) — informational messages for the airline.

#	SSR	Special service request name	Conditions	Free text	
1	TOURCODE	Tour Code		<input type="text"/>	<input type="checkbox"/>
2	ENDORSEMENT	Endorsement	✈	<input type="text"/>	<input type="checkbox"/>
3	ADMD	ADVISE IF EMD ISSUED		<input type="text"/>	<input type="checkbox"/>
4	CARB	CARRY ON HAND BAGGAGE	✈	<input type="text"/>	<input type="checkbox"/>
5	COMP	COMPENSATION TO PASSENGER	✈	<input type="text"/>	<input type="checkbox"/>
6	CVIP	COMMERCIAL VERY IMPORTANT PERSON		<input type="text"/>	<input type="checkbox"/>
7	DBCP	CRS FAILURE		<input type="text"/>	<input type="checkbox"/>
8	DEGR	PASSENGER WITH LOWEST PRIORITY	✈	<input type="text"/>	<input type="checkbox"/>
9	PDTS	TRAVEL SERVICES (CHARGEABLE)	✈	<input type="text"/>	<input type="checkbox"/>
10	TLAC	TIME LIMIT AUTO CANCEL EXEMPTION	✈	<input type="text"/>	<input type="checkbox"/>

View of Remark section. SSR remark type selected

#	SSR	Conditions	Free text	
1	OSI		<input type="text"/>	<input type="checkbox"/>

View of Remark section. OSI

Remarks may be linked (associated) with various elements of the order. The association type defines to whom or to what the remark applies:

- Unassociated — apply to the order as a whole.
- Associated with a passenger — apply to a specific passenger (e.g., individual requests).
- Associated with a segment — apply to a specific flight (e.g., meal request on a specific aircraft).
- Associated with a segment and a passenger — apply to a specific passenger on a specific flight.

For convenience, the rules for associating remarks with a passenger or segment are presented in the Mixvel Cashier Web-application as follows:



SSR association to the passenger is mandatory



SSR association to the segment is mandatory



SSR association to the passenger is prohibited



SSR association to the segment is prohibited

The interface of the "Remark" section includes the following main elements:

### 1. Passenger Selection:

Allows selecting one or more passengers for adding remarks. By default, the first passenger in the order is selected. For each selected passenger, a separate information block is displayed containing their data and associated services and remarks.

### 2. Itinerary Segment Selection:

The itinerary line is displayed below the passenger blocks. To display all segments, click the "Segments" button and select one or more segments to which the remark will apply.

### 3. Search and Selection of Remarks:

The following elements are used to search for remarks:

- SSR / OSI remark type toggle;
- "Group" drop-down list;
- "Name" field for searching by code or description (e.g., WCHR, VGML).

The results are displayed in a table containing:

- SSR — remark code;
- Name — description;
- Conditions — association type;

- Text — field for entering additional information (mandatory fields are highlighted);
- Select — checkbox for adding the remark.

**Notes:**

- *The conditions of application (association type) for each remark are displayed in the "Conditions" column of the remarks table.*
- *Data for a passenger without a seat (INF) is displayed within the block of the adult passenger to whom they are linked (similar to other sections).*

## 2.7.1. Adding remarks

To add remarks to the order, perform the following steps:

1. Select the passengers and segments to which the remark will be associated.
2. Set the SSR/OSI toggle to the required position.
3. If necessary, search for the remark by code or name, or use the list navigation.
4. In the results table, select the required remark.
5. If necessary, fill in the "Text" field (mandatory fields are highlighted).
6. Click the "Add" button to add the remark to the order cache.
7. Click the "Save" button to apply the changes to the order.
8. Refresh the order (using the "Update" button or by navigating to the "Order" section).

After the order has been successfully refreshed, the system will display the carrier's processing statuses for the special requests.

**Notes:**

- *Added remarks are displayed in the information blocks of the corresponding passengers.*
- *Color coding is used for remark statuses (similar to service statuses).*
- *Adding confidential OSI remarks is unavailable in the current version.*

## 2.7.2. Display of Remarks in the Order

After remarks (SSR/OSI) have been added and saved, they are displayed in the "Order" section within the "Special Service" block.

The block displays all remarks for the order (by passenger, by segment, and for the entire order).

**Note:** *Only viewing is available; editing and deletion are performed in the "Remark" section.*

The display is toggled using the "Details" button.

Special service requests (SSR)				
FRAG	UN	GLASS MIRRORS	5N-275 SVOLED 30JUN26	1 AME ANN JR
ENDORSEMENT	HK	ENDORSEMENT REMARK	5N-275 SVOLED 30JUN26	1 AME ANN JR
CARB	UN	CARRIES ON 3 SMALL BAGS UNDER 5 KGS	5N-275 SVOLED 30JUN26	1 AME ANN JR
CVIP	UN	DIPLOMAT	5N-275 SVOLED 30JUN26	1 AME ANN JR

*SSR block display in the "Order" section*

### 2.7.3. SSR Deletion

Deletion of remarks (SSR and OSI) is performed in the "Remark" section and is available for remarks that have not been processed by the carrier or that may be cancelled.

To delete a remark, perform the following steps:

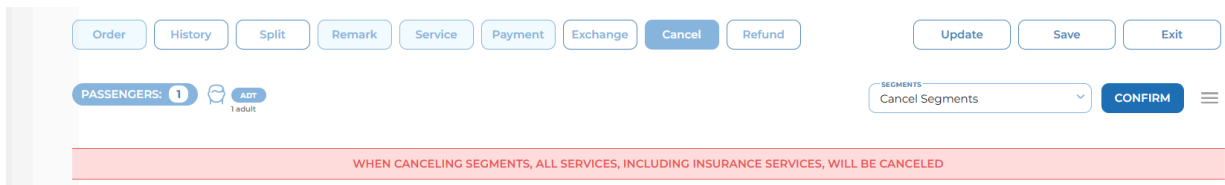
1. Open the order and navigate to the "Remark" section.
2. In the passenger's information block, locate the required remark.
3. Click the cross icon next to the remark.
4. Click the "Save" button to apply the changes to the order.

After performing this action, the remark will be removed from the order.

## 2.8. Booking Cancellation

The booking cancellation operation is intended for voiding a booking. Depending on the order status (paid or unpaid), the "Cancel" section implements one of the two scenarios:

- Cancellation of an unpaid order — Complete voiding of the booking without financial consequences.
- Cancellation of a paid order — Voiding. Annulment of a paid order within the time limit without penalty. (See the section: [Void](#))



*Cancellation window*

**Note:** In the current version only full cancellation of the order is available. Partial cancellation (of individual segments or passengers) is not supported.

To cancel a booking, perform the following steps:

1. Open the unpaid order.
2. Navigate to the "Cancel" section on the order management panel.
3. Select the action for the segments:
  - a. Cancel segments — segments receive the "XX" status and remain in the order;
  - b. Delete segments — segments are completely removed from the order.
4. Click the "Confirm" button.

After the operation is completed, the order receives the "Cancelled" status. If the "Cancel segments" option is selected, the segments are displayed with the "XX" status.

**Notes:**

- *The operation is irreversible.*
- *All additional services associated with the order are annulled.*

## 2.9. Payment

The payment section is used to finalize the issuance of travel and additional services documents. Payment for airline tickets and additional services is supported as a single transaction.



*«Payment» section on the order window*

To perform payment follow the steps:

1. Navigate to the "Payment" section on the order management panel.
2. Select a payment method.
3. Fill in additional fields, if required.
4. Verify the total amount due.
5. Click the "Issue" button.

After successful payment, the system updates the order status and automatically opens the "Order" section. The order displays ticket numbers (for air carriage) and EMD numbers (for additional services). The issued documents will be sent to the email address provided at the time of booking.

The following payment methods are available:

- Cash — payment in cash;
- Payment Order — non-cash payment via bank transfer details;
- VT-VPD — military transportation document for service personnel;
- KR-VPD — military transportation document, credit form;

When selecting the VPD payment method, the following rules apply:

- Payment of the entire order with a single VPD is permitted, as well as the use of multiple VPDs (separately for each passenger or in a combined option).
- It is prohibited to use VPDs of different departments (MO RF, MVD RF) in one order.
- Minimum quantity — 1 VPD per order; maximum — 9 VPDs.

To pay using a VPD, it is necessary to:

1. In the Document field, specify the VPD number without the "VPD" prefix.
2. In the Department field, select the department that issued the document.
3. If the issuing department code is available, it must be specified in the Department Code field.

**Note:** *If a single VPD is to be used to pay for the entire order, check the "One military requirement for all" checkbox.*

PNR: 299M02 Order: 01138-260120-OTM8138

Date of issue: 20.01.2026  
Void before: 22:59 20.01.2026

UT 355 UTAir Avia... 738 VKO (A) - 01:10 GRV - 04:15 29 Jan, Th 3h 5 min 5 kg No Z Economy MN-MINIMUM HK

<b>Rule</b>	Surcharge: 0 P
	Paid: 3 790,00 P
<b>Services:</b>	Surcharge: 0 P
	Paid: 0 P
<b>Total:</b>	Surcharge: 0 P
	Paid: 3 790,00 P
	3 790,00 P

PASSENGERS: 1 **ADT** 1 adult **INSURANCE**

Documents 1 PDF 299M020099852.pdf

1. SMITH JOHN JR 25.05.2000 PS 9515654555 298 617 0099852 +1 (555) 955-66-85

*Paid order view*

**Notes:**

- When paying with VPD, payment for orders containing additional services and/or insurance is unavailable.
- To view a document, click on its number on the badge in the passenger's block.
- If a passenger has multiple documents, use the "Details" button to display the full list.

## 2.10. Splitting an order

Order splitting allows creating multiple bookings from a single original one, whereby one of them retains the original PNR number. This is used, for example, when passengers continue their journey on different routes or when payment needs to be split.

The screenshot shows the 'Order' management interface. At the top, there are tabs for 'Itinerary', 'Hotels', 'Order', and 'Help'. Below the tabs, the PNR is 28WCKS and the order number is 82477-251112-OEH8970. There are 2 passengers (2 Adults). The flight details show two segments: SU 6805 (SVO to LED) and SU 6963 (LED to IST). The total price is 20,016.00 P. The 'Split' button is highlighted in the navigation menu.

### Splitting an order

To perform the splitting operation, you must:

1. Open the order that needs to be split.
2. On the order management panel, click the "Split" section.
3. Select the passengers to be separated into a new booking.
4. If necessary, select which order to open after splitting: "Show split Order" or "Show main Order".
5. Click the "Split" button.

In the interface that opens, the "Split" section displays a list of all passengers in the current order. The selected passengers are transferred to a new child order with a new PNR number, while the remaining passengers stay in the original order, retaining the original PNR number.

The choice between opening the child or parent order determines which booking will be displayed after the operation:

- "Show split Order" – the new order with the separated passengers will open;
- "Show main Order" – the original order with the updated passenger list and the retained original PNR number will open.

After the operation is completed, the splitting results are displayed on the "Order" section.

### Notes:

- *Separating infants without a seat (INF) into a separate booking is possible only if accompanied by an adult passenger over 18 years of age.*

- *Separating children (CNN) into a separate booking is possible both before and after order payment, provided that remarks regarding accompaniment by an adult passenger are added.*

## 2.11. Void

A void of sale allows the complete cancellation of issued documents without financial consequences for the end customer. The operation is equivalent to a refund without penalties. During the successful voiding of the order all tickets and EMDs included in the order are cancelled. Voiding is possible before the expiry of the time limit set by the carrier in the fare rules of the offer.

PNR: 298M02 Order: 01138-260120-OTM8138

Date of issue: 20.01.2026  
Void before: 22:59 20.01.2026

UT 355 UTair Avia... 738 VKO (A) - 01:10 GRV - 04:15 29 Jan, Th 3h 5 min 5 kg No Z Economy MN-MINIMUM HK

Surcharge: 0 P  
Paid: 3 790,00 P

Services: Surcharge: 0 P  
Paid: 0 P

Total: Surcharge: 0 P  
Paid: 3 790,00 P  
3 790,00 P

Order History Split Remark Service Payment Exchange **Cancel** Refund Update Save Exit

PASSENGERS: 1 ADT 1 adult

SEGMENTS: Cancel Segments CONFIRM

1. JOHN JR SMITH  
UT 355 UTair Aviation VKO 01:10 29 Jan — GRV 04:15 29 Jan 298 617 0099852

Void process page

To perform voiding, you must:

1. Open the paid order containing issued forms (tickets, EMDs).
2. On the order management panel, ensure that the "Cancel" section is active, and click it to navigate to the voiding interface.
3. In the "Cancel" section interface select the forms (tickets/EMDs) to be voided.
4. Select the action for the flight segments:
  - **"Save Segments"** – the tickets/EMDs are voided, but the segments are saved in the order without tickets/EMDs; the segments remain available for viewing and possible subsequent payment.
  - **"Cancel Segments"** – the tickets/EMDs are voided, and the segments are marked as cancelled with the "XX" status; the information is retained for reporting and audit purposes.
  - **"Delete Segments"** – the tickets/EMDs are voided, and the segments are completely removed from the order.
5. Click the "Confirm" button to perform the operation.

After the operation is completed:

- The selected tickets/EMDs receive the voided status.
- The funds are returned to the source of payment.

- The flight segments are processed according to the selected action.
- The order is updated: information about the voided tickets/EMDs and modified segments is displayed in the interface.
- All additional services associated with the order are automatically voided together with the main order.

Itinerary Hotels Order Help

PNR: 298MMN Order: 01138-260120-OTM8322 Route cancelled

EO 521 LLC "Airc... 739 SVO (B) - 14:00 30 Jan,Fr AER - 16:45 30 Jan,Fr 2h 45 min No No xx **0 P**

Order History Split Remark Service Payment Exchange Cancel Refund Update Save Exit

PASSENGERS: 3 ADT 1 adult CNR 1 child INF 1 Infant without seat INSURANCE

1.	SMITH JOHN JR	17.02.2001	PS 6516548854	770 617 0100008	+1 (555) 955-65-85
1.1.	SMITH BRANDON JAMES	11.09.2025	SR III651565	770 617 0100009	
2.	SMITH ANNA NICOLE	23.08.2020	SR III995988	770 617 0100010	+1 (555) 955-65-85

AGENCY AND OTHER CONTACTS

PHONE: A +7(999)999-99-99 EMAIL: Presentation@mixvel.com

PHONE: A 7(495)123-45-67

*The flight segments are cancelled after voiding the sale*

## 2.12. Refund

Refund allows calculating and processing the return of funds for carriage and additional services in accordance with the rules of the carrier and other service providers. Before performing a refund, it is necessary to review the fare conditions, which determine the rules and possible penalties.

Refund calculation view

To refund an order follow the steps:

1. Open the order to refund.
2. Click the "Refund" section on the order management panel.
3. Set the refund type — "Voluntary" or "Involuntary".
4. Click the "Calculate Refund" button to obtain the preliminary amount.
5. Verify the calculated refund amount.

**Note:** If multiple forms of payment are used during the refund process, the system will display their names and amounts for each.

6. Check the checkbox "I agree with the refund calculation".
7. Click the "Refund" button to process the operation.

After the refund is processed, the funds are returned to the source of payment, and the current state of the order is updated and displayed in the "Order" section.

**Notes:**

- The refund procedure cannot be reversed.
- In the current version, only the Automatic refund mode is available. The Manual mode is unavailable.
- A refund notice will be added to the document immediately after all tickets and EMDs in the order.
- The checkbox for generating the refund notice is automatically selected. If no refund receipt is needed, you may clear the checkbox.

- *When refunding an order with insurance, it is possible to perform a full refund of the order with insurance or a partial refund of only the insurance product.*
- *When refunding an order with additional services (baggage, seat selection, meals, etc.), all services are automatically refunded together with the main order.*
- *For each refund penalty (if there are several) and for each passenger, a separate EMD is issued.*
- *To view the calculation breakdown, click the "Details" button in the passenger block.*
- *The refund procedure is always performed in the order currency; if necessary, you may temporarily select a different currency to view the refund amount.*

## 2.13. Order search

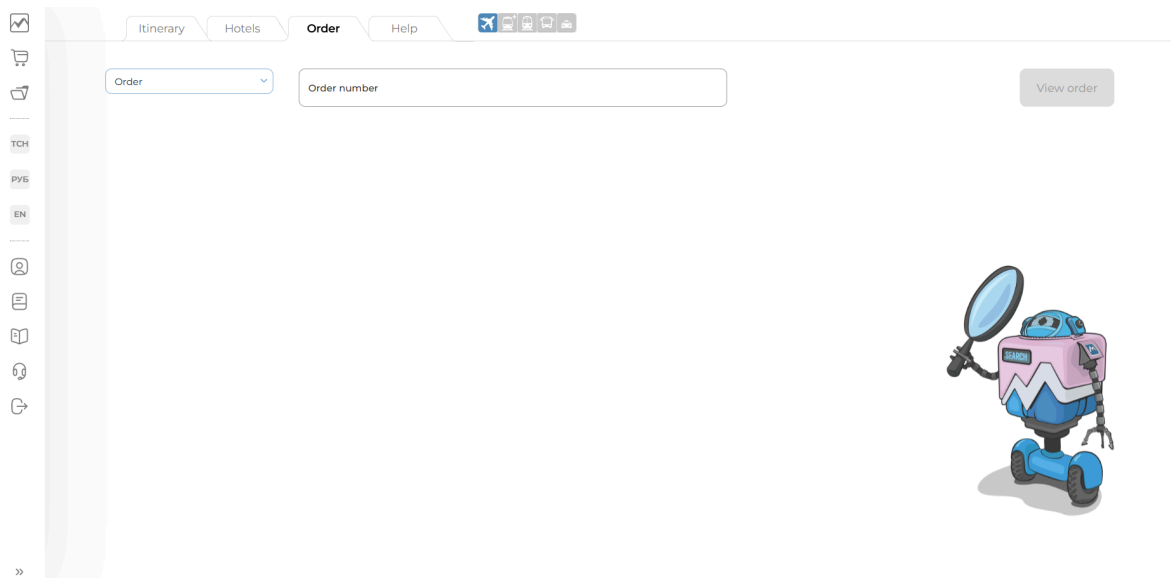
A previously created order and its associated ticket can be retrieved for viewing and management from the "Order" section using several search methods:

- Search by MixVel Order Number
- Search by PNR Locator
- Search by Ticket Number
- Search by Airline-Specific Booking Reference

To search by MixVel Order Number:

1. Select "Order" from the dropdown menu.
2. In the "Order Number" field, enter the 18-character MixVel Order Number (including hyphens).
3. Click the "View Order" button.

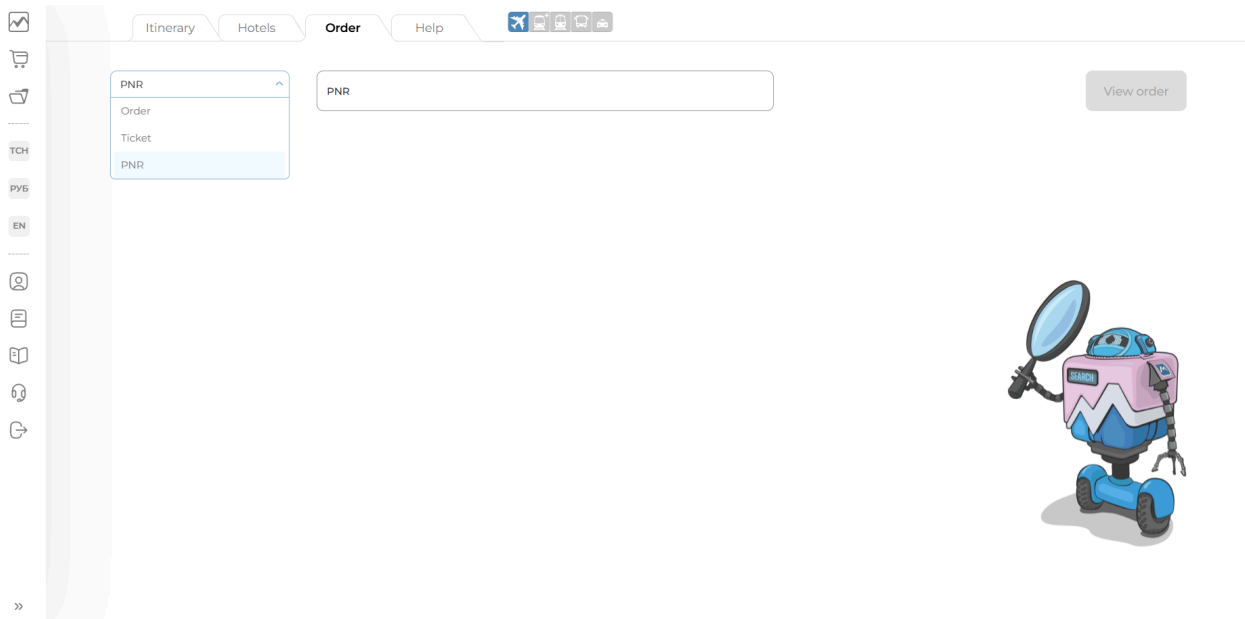
If the order exists within the MixVel system, it will be opened.



*Order search by the order number*

Search by PNR Locator

1. From the dropdown menu, select "PNR".
2. Enter the Booking System Locator (in UPPERCASE letters) in the corresponding field.
3. Click the "View Order" button.



Order search by the PNR

## Search by Ticket Number

1. From the dropdown menu, select "Ticket".
2. Enter the ticket number in the corresponding field.
3. Click the "View Order" button to open the order page, similar to the previous search methods.

## Viewing a Ticket Document Only

- Click the "View Document" button to open the ticket document (commonly called the "e-ticket" or "EMD receipt") without access to order management.

## Available information in this view:

- Issued Document Number
- Date and Time of Issue
- Passenger's Surname, First Name, and Middle Name
- Flight Coupon(s) and Coupon Status
- Various calculation and fare data

Itinerary Hotels **Order** Help

Ticket / EMD number: 2626170051006

View document View order

**PARSHINA MARINA**  
ET 2626170051006 Issued 12.11.2025

#	Flight	RBD	Dep. date	Dep. time	Dep.	Arr.	Fare code	Valid period	Bag	CStat.
1	U6-105	O	27.11.25	19:30	DME	IKT	OPROW	271125 271125		O

ENDORSEMENT PP1414777444/NDSA/K641.35/NONREF/NOCHANGE MENE 72CH DO/POSLE VYLETA  
FOID PP 1414777444 RU  
FARE CALC MOW U6 IKT4910RUB4910END  
FARE BASE/4910.00 RUB  
TAXES YQ1565.00 RUB YR400.00 RUB R1180.00 RUB  
TOTAL 7055.00 RUB  
PAYMENT -  
TOUR CODE -

PDF 01138-251112-OTP7390

15 28WCMG, U6TKKZNF PNR  
- Operator  
99GRS Agency code  
TCH Seance  
00118580 POS

*Search by the ticket number*

## Search by Airline-Specific Booking Reference

1. Select "PNR" from the dropdown menu.
2. Enter the airline-specific booking reference (airline locator).
3. Enter the airline code in the "Carrier code" field.
4. Enter the Last name of one of the passengers from the order in the "Passenger's last name" field.
5. Click the "View Order" button.

Itinerary Hotels **Order** Help

PNR

PNR: 8195ZB Carrier code

VIEW ORDER

Passenger's last name

*Search by the Airline locator*

## Viewing a Ticket from Within an Order:

- Click the document number located to the right of the passenger's name.
- To return to the main Order screen, click the "Back to Order" button.

## 2.14. Exchange

### 2.14.1. Order Exchange. Automatic calculation

Itinerary exchange allows changing the itinerary segments in the order with automatic calculation of the change cost. The system calculates the additional payment for the exchange, taking into account the selected exchange type, currency, and form of payment.

#	Flight	Cabin	Baggage	Hand Luggage	Fare code	Amount	Equiv amount	Taxes	Fees	Surcharge
1	DP - 264	Economy	No	Yes	425	-5 000,00 P	0 P	0 P	5 000,00 P	CP 5 000,00 P

Exchange calculation view

To perform an exchange, perform the following steps:

1. Open the order to exchange.
2. Click the "Exchange" section on the order management panel.
3. Select "Route" in the "Route/Passenger Data" toggle.
4. Specify the segments for the exchange calculation and fill in the new itinerary parameters:
  - departure city/airport;
  - arrival city/airport;
  - departure date;
  - if necessary, add multiple legs for calculation (maximum 2 connecting segments).
5. Select the form of payment for the exchange.
6. Click the "Exchange Calculation" button to receive the itinerary exchange options.
7. Select the appropriate option by clicking the "Select" button.
8. Verify the calculated price breakdown for each passenger (using the "Details" button).
9. Confirm your agreement with the exchange calculation by clicking the corresponding checkbox.

10. Click the "Exchange Tickets" button to perform the operation.

The new segments and tickets will be displayed in the "Order" section after a successful exchange.

**Notes:**

- *The itinerary exchange cannot be cancelled after confirmation.*
- *Segments not specified in the exchange calculation remain unchanged.*
- *The user takes full responsibility for performing the exchange after agreeing to the conditions.*
- *By default, the currency permitted for the user is used; if there is no permission for the selected currency, the operation will not be executed.*
- *Before confirming the exchange, it is necessary to verify the correctness of the amount, the selected form of payment, and consent to the conditions.*

### 2.14.2. Order Exchange. Manual calculation.

Manual exchange calculation is not available in the current version.

### 2.14.3. Order Exchange. Modification of Passenger Details After Payment. Automatic calculation.

This functionality is available in an order containing tickets and allows changing passenger data after the order has been paid. The user may change the passenger's last name, first name, middle name, date of birth, category, and gender. The passenger's last name and first name cannot be removed from the PNR — only modification is permitted.

A preliminary exchange cost calculation does not guarantee that changes can be made: some carriers prohibit changing passenger data or impose additional restrictions. Before using this option, it is recommended to review the fare conditions of the selected offer or consult with the airline.

*Passenger data modification exchange view*

To change passenger data after payment, perform the following steps:

1. On the order management panel, click the "Exchange" section.
2. In the "Route/Passenger Data" toggle, select "Passenger Data".
3. Select the passenger to modify the data from the passenger list (only one passenger can be selected).
4. Modify the passenger data: last name, first name, middle name, date of birth, category, or gender.  
**Note:** To discard changes, click the "red cross" button in the passenger data block.
5. Click the "double checkmark" button in the passenger data block to save the changes in the application cache.
6. Click the "Exchange Calculation" button to calculate the preliminary cost of the requested changes.

FOR PAYMENT: Cash: 5 000,00 P

Agree with the exchange calculation

EXCHANGE CALCULATION EXCHANGE TICKETS

*Exchange price block*

7. Click the checkbox "I agree with the exchange calculation".
8. Click the "Exchange tickets" button to apply the changes to the order.

The tickets will be updated after a successful exchange. The system will open the "Order" section displaying the current passenger data. If the airline prohibits the exchange of passenger data, the system will notify the user.

**Notes:**

- *If the form of payment has been changed after the exchange calculation, the exchange must be recalculated. Without recalculation, the system will use the form of payment from the previous exchange.*
- *Editing passenger contact details after order payment is unavailable in the current version.*
- *Changing a passenger category from a passenger with a seat to a passenger without a seat, and vice versa, is prohibited.*

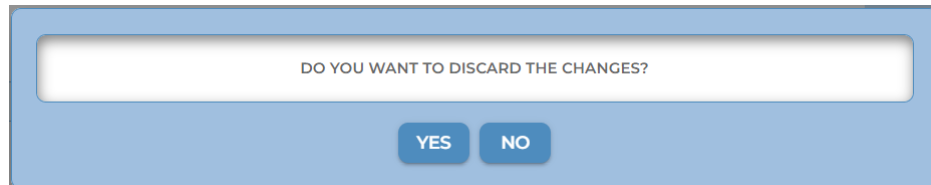
## 2.14.5. Passenger Data Modification after payment: Manual Calculation

Passenger data modification after payment in Manual Calculation mode is not available in the current version.

## 2.15. Order Cache

During an active Order session, the MixVel Cashier Web-application maintains a cache of unsaved changes. If a user attempts to navigate away from the current page of the active order or refresh it (excluding following external links), a warning dialog box will appear. If the user selects:

- "NO" - they will be returned to the previous page to save the changes.
- "YES" - they will be redirected to the requested page, and all unsaved changes will be lost.



*A warning dialog box*

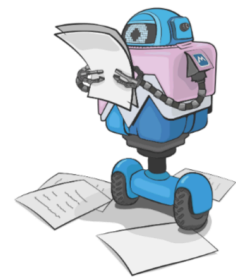
## 2.16. Information requests

### 2.16.1. Schedule request

The flight schedule contains information on scheduled regular flights. It serves as the basis for transportation planning for both airlines and passengers.

The MixVel Cashier Web-Application provides schedule search and viewing functionality. This functionality is located in the "Help" section.

The screenshot shows a web application interface with a navigation bar at the top containing 'Itinerary', 'Hotels', 'Order', and 'Help' tabs. Below the navigation bar, there is a 'SCHEDULE' section with a search form. The form includes a checkbox for 'Allow connections', a 'Departure' text input field, an 'Arrival' text input field with a calendar icon, a 'Departure on' text input field with a calendar icon, a 'Departure to' text input field with a calendar icon, and a 'carriers' text input field with a search icon.



*Schedule search form in the Help section*

The schedule search procedure consists of the following steps:

#### 1. Specifying the main schedule search parameters:

- **Departure** — mandatory field. The value in this field defines the point of departure for the requested flights. The input logic is the same as for the field of the same name in the Itinerary section (See the section: [Main Search Parameters](#)).
- **Departure on** — mandatory field. The date in this field defines the date of departure for the flights in the schedule. Manual entry (in DD.MM.YYYY format) or visual selection in the interactive calendar is permitted.
- **Arrival** — optional field. The value in this field defines the point of arrival for the requested flights. The input logic is the same as for the field of the same name in the Itinerary section (See the section: [Main Search Parameters](#)).
- **Departure to** — optional field. The date in this field defines the date of arrival for the flights in the schedule. Manual entry (in DD.MM.YYYY format) or visual selection in the interactive calendar is permitted.

**Note:** The value in the "Departure to" field cannot be earlier than the value in the "Departure from" field.

#### 2. Configuring additional filters:

- **Carriers** — optional filter. The value in this field specifies a particular carrier to search for its schedule. Manual entry of IATA and TCH codes in Cyrillic or Latin characters (maximum 1 code) is permitted in this field.

**Note:** By default, the schedule is searched for all available carriers.

- **Allow connections** — optional filter. When activated, the system will request not only direct flights but also connecting flights.

**Note:** By default, the system requests only direct flights.

### 3. Running the schedule search:

Click the "Search Flights" button to retrieve the schedule according to the specified parameters.

Once the search is complete, the MixVel Cashier Web-Application will display the results in a table view.

The screenshot shows the flight search interface with the following elements:

- Navigation tabs: Itinerary, Hotels, Order, Help
- Search filters:
  - Allow connections:
  - Origin: MOW Moscow
  - Destination: Arrival
  - DEPARTURE ON: 18.06.2026
  - DEPARTURE TO: 26.06.2026
  - Carriers: carriers
- Results Table:

#	Departure	Arrival	Flight Number	Departure time	Arrival time	Flight time	Aircraft	Navigation start	Navigation end	Weekdays	Cabin
1	SVO Moscow(Sheremetyevo) 1	KUF Samara(Kurumoch Int'l) 2	b6 20	14:00	16:15	01:15	Aircraft	23.11.2009	31.12.2049	All	Business Economy
2	SVO Moscow(Sheremetyevo) B	AAQ Anapa(Vityazevo)	SU 8014	06:20	09:20	03:00	Aircraft	29.03.2026	18.10.2026	Sun	Business Economy First
3	SVO Moscow(Sheremetyevo) B	KHV Khabarovsk(Novy)	SU 1722	15:55	06:30	07:35	Aircraft	10.05.2026	27.09.2026	Thu, Sun	Business Economy First
4	SVO Moscow(Sheremetyevo) C	ALA Almaty(Almaty Intl.) 2	SU 1940	22:55	05:15	04:20	Aircraft	29.03.2026	21.10.2026	Wed, Sun	Business Economy
5	SVO Moscow(Sheremetyevo) B	NBC Nizhnekamski(Begishevo)	SU 1680	14:40	16:30	01:50	Aircraft	29.03.2026	24.10.2026	All	Business Economy
6	SVO Moscow(Sheremetyevo) B	KHV Khabarovsk(Novy)	SU 1724	06:45	21:35	07:50	Aircraft	30.03.2026	19.10.2026	Mon	Business Economy
7	VKO Moscow(Vnukovo) A	YKS Yakutsk	R3 735	16:00	04:30	06:30	Aircraft	08.06.2026	20.07.2026	Mon	Economy
8	SVO Moscow(Sheremetyevo) B	AER Sochi(Sochi Intl)	SU 1124	15:40	19:20	03:40	Aircraft	01.06.2026	02.10.2026	All	Business Economy

Schedule search results

To sort the results, click the sort button in the header of any of the following columns:

- Flight
- Departure Time
- Arrival Time
- Flight Duration
- Navigation Start
- Navigation End

**Notes:**

- The range between the flight "Departure on" and "Departure to" dates must not exceed 365 days.
- The system stores the schedule for 365 days prior to the current date and for 365 days from the current date.

- *The value in the "Departure on" field may coincide with the value in the "Departure to" field.*
- *Sorting can only be enabled for one result parameter at a time.*

## 2.17. Sales Report

The sales report is a list of the user's financial transactions for a specific period of time. Only the user's own financial transactions are included in the sales report.

The screenshot shows the 'Reports' section of the MixVel Cashier Web-Application. The interface includes a sidebar with navigation icons, a top navigation bar with 'Orders' and 'Reports' tabs, and a main content area. The 'Reports' section is active, displaying a 'SALES REPORT' for the period 01.11.2025 00:00 - 20.11.2025 23:59. The report includes a table of transactions and a summary table.

#	Operation date	Type	Number	Coup.	Curr.	Total	Fare	Taxes	FOP	Oper.	Order
1	19.11.2025 16:14	ET	6066170056231	1	EUR	390.01	310.00	80.01	CA	ISSUE	01138-251119-OTA7197
2	19.11.2025 16:14	EMD	99C1006951436	1	EUR	100	100.00		CA	ISSUE	01138-251119-OTA7197
3	19.11.2025 16:14	EMD	6066160008193	1	EUR	80	80.00		CA	ISSUE	01138-251119-OTA7197
4	19.11.2025 16:26	ET	6066170056265	1	EUR	390.01	310.00	80.01	CA	ISSUE	01138-251119-OTA7146
5	19.11.2025 16:26	ET	6066170056266	1	EUR	313.01	233.00	80.01	CA	ISSUE	01138-251119-OTA7146
6	19.11.2025 16:26	EMD	99C1006951437	1	EUR	100	100.00		CA	ISSUE	01138-251119-OTA7146

Currency	RFND, VOID	ISSUE, EXCH	Total
EUR		1373.03	1373.03

*Sales report and general financial information*

To generate and view the sales report, perform the following steps:

- In the vertical menu of the MixVel Cashier Web-Application, select the "Orders/Reports" section.
- Specify the report period: current day, week, month, three months, or a custom period (not exceeding three months). When selecting a custom period, you must specify the start date and end date of the period for which the report is generated.
- Click the "Generate" button to generate the report.

After the report is generated, the following information for each financial transaction is displayed in the table:

- Line number, assigned based on the time the transaction was performed;
- Date and time of the transaction;
- Type of issued form:
  - ET — Ticket
  - EMD — Electronic Miscellaneous Document
  - OTH — Other documents, e.g., a direct supplier session insurance policy
- Form number or related form numbers;
- Number of form coupons;
- Payment currency;

- Total cost of the form or related forms;
- Fare as part of the form's financial information;
- Taxes as part of the form's financial information;
- Form of payment;
- Operation:
  - ISSUE — Sale
  - VOID — Sale Voiding
  - EXCH — Exchange
  - RFND — Refund
- Order number to which the form belongs.

**Note:** When an exchange operation is performed, the "Total" column displays the total amount after the exchange calculation. It reflects the financial result of the exchange — the difference between the cost of the new ticket and the cost of the previously paid ticket. If the cost of the new ticket is higher, the column indicates the additional payment amount; if lower, the amount to be refunded to the passenger.

## 2.18. Viewing Orders

To view the list of orders created by the user within a specified time period, perform the following steps:

1. Go to the "Orders/Reports" section in the left vertical menu of the MixVel Cashier web application.
2. Select the "Orders" section.
3. In the window that opens, select the data upload period.
4. Click the "Generate" button.

If information matching the specified parameters is found, the system displays a table containing the list of orders and their key data.

Within the table body, the following information on the user's orders is available:

- Row sequential number;
- Cart — cart identifier; by clicking the identifier, the user can open the order for viewing in a new tab;
- Order — order identifier; by clicking the identifier, the user can open the order for viewing in a new tab;
- Created — order creation date;
- Passengers — list of passenger full names in the order;
- Service — information on the primary service in the order;
- Total — total order cost.

#	Cart	Order	Created	Passengers	Service	Total
1	82477-260317-MTT5114	82477-260317-OTT5115	17.03.2026	ANDREEVA ALICE RATKULAS, ANDREEV NIKKAS RATKULAS, ANDREEVA SABIHA RATKULAS	Travel KGD-VKO 19.03.26 VKO-IKT 20.03.26	14 776,00 P
2	82477-260317-MTT4761	82477-260317-OTT4762	17.03.2026	ANDREEV NIKKAS RATKULAS	Travel SVO-LED 28.03.26	1 654,00 P
3	82477-260317-MTT4757	82477-260317-OTT4758	17.03.2026	ANDREEV NIKKAS RATKULAS	Travel SVO-LED 25.03.26	410,00 P
4	82477-260316-MTT4397	82477-260316-OTT4398	16.03.2026	ANDREEVA SABIHA RATKULAS	Travel SVO-LED 20.03.26	910,00 P
5	82477-260316-MTT4395	82477-260316-OTT4396	16.03.2026	ANDREEV NIKKAS RATKULAS	Travel SVO-AYT 19.03.26	32 799,00 P

Orders page

### Notes:

- The Orders section allows the user to view all orders created by this user. Maximum report depth is 3 months.

- *Viewing the list of orders by point of sale and by the agency of the user whose credentials were used for login is unavailable in the current version.*

## 2.19. Access to ISTOCK Information System

For authorized users of the neutral session (TCH), the MixVel Cashier Web-application provides access to the ISTOCK Information System by clicking the corresponding button in the application's side menu. The system window will open in a separate browser tab.

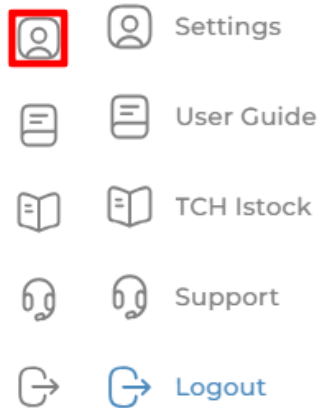
To return to the MixVel Cashier Web-application, switch back to the browser tab with the MixVel logo, located to the left of the current tab.



*"ISTOCK" button*

## 2.20. User settings

The MixVel Cashier Web-application provides user-configurable parameters accessible by clicking the "Settings" button. Clicking this button opens the settings page.



"Settings" button

User Settings page

Available settings fields:

- **Full Name:** The operator's last name, first name, and middle name, provided during user registration. This information can only be modified by the MixVel Agency Account administrator.
- **Employee of LLC "VIP-TOUR":** Example text. "Employee" is a constant label, and "LLC 'VIP-TOUR'" represents the agency name registered in the account.
- **Login:** The unique agency login used for authorization. Users cannot change the login themselves; modifications require a request to the MixVel Agency Account administrator.
- **Email:** The email address specified in the user's profile within the MixVel Agency Account. Displayed for informational purposes only; changes require a request to the administrator.

- **Password:** Field for managing the account password.
- **Interface Language:** Allows switching the web application interface language. Currently supports Russian and English.
- **Currency:** Option to change the currency for fare displays. Order processing will occur in a currency available to the Point of Sale.
- **POS Terminal, COM Port, and Speed:** Available if the corresponding devices are connected.
- **Department:** Displayed for informational purposes only.
- **Session:** Displays the session in which the user is currently working. Switching sessions is only possible after re-authorization.
- **Color Scheme:** Currently, only the default color scheme is available.

## 2.21. Technical support

If the user encounters difficulties using the MixVel Cashier Web-Application, or if issues with the MixVel API or other questions regarding the MixVel environment occur, the user may contact Technical Support by using the "Support" item (in the collapsed menu view, the "headphones" icon) in the vertical menu and completing all fields of the form, or by sending an email to support@mixvel.com.

To specify the subject of the request, the user must use two fields:

- Category (drop-down list, mandatory field)
- Subcategory (drop-down list, mandatory field)

If the user selects the "Other" category or the "Other" subcategory, the MixVel Cashier Web Application will prompt the user to specify the subject and the field will be mandatory.

The user may attach screenshots and other files to the email. The size of each file is limited to 100 MB. A maximum of 10 files in total may be added to a single request.

*Feedback form on the support page*

*Drop-down list of request categories*