



ZAMAR CRS

CLOUD BASED RESERVATION SYSTEM



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1. INTRODUCTION

Zamar Cloud based Reservation System (Zamar CRS) is simple to use, but at the same time, it is a powerful tool to organize storage and management of airline resources. Zamar specialists spent several years investigating the needs and requirements of various airlines, big and small. As a result, they have designed and implemented the ultimate reservation system providing maximum functionality and cost efficiency. Zamar CRS started commercial operations in 2013 with the charter flights from Aktau. In April 2014 two Kazakhstan's airlines, national airline company «Zhetysu» and private airline Aviasta.kz and third private airline SkyBus were added to our satisfied customers list.

2. MAIN FEATURES

Zamar CRS provides the following features for airlines of any size:

- Storage and management of airline resources;

- Reservations;

- Schedule management;

- Fare management;

- Manual and E-Ticketing sales modes;

- 24/7/365 non-stop operations;

- Inventory management;

- Internet and Websales;

- DCS (in development);

- Actual real-time route calendar and utilization reports - Bird's-Eye View™ [BEV]™ (in development).

3. MAJOR ZAMAR CRS ADVANTAGES

CRS Zamar has a number of advantages over older systems:

- Simplified system management;

- Intuitive user interface, no need for extensive agent training;

- All functions are available within only a Web browser;

- Support for multiple device types and operating systems: desktop, laptop, tablet, smartphone, etc.;

- Carrier is not required to obtain two letter code or three digit prefix from IATA;

- The system is fully managed by Zamar specialists, no additional costs associated with IT management or system administration;

- The system is running on Zamar hardware and software, no additional costs associated with hardware, software, databases or hefty software licensing fees;

- No-cost reservation. You only pay for issued tickets;

- Internationalization built-in, Multilanguage support for tickets and fare rules.



4. SCHEDULEMANAGEMENT

- Multi-leg schedules, multi-segment itineraries;
- Flexible service classes, including First, Business, Economy and airline's own custom classes;
- Subclasses are supported for each class;
- Connecting flights;
- Schedule changes;
- Schedules with any depth.

eFly Home Setup Administrative tools Active tools Agent tools Agreements Reports Users

Edit Flight: AC/KK-0102

Carrier
Airline:

Number

Airline
Airline:

Effective date (UTC)

Discontinuation date (UTC)

Weekdays

Segments

Origin	Destination	Airplane	Departure time UTC (local)	Arrival time UTC (local)	
AYT	ALA	KG Airbus A321-231-TC-ETP	14:00 (17:00)	19:50 (01:50(+1))	Delete Edit

Departure time UTC hh:mm Arrival time UTC hh:mm

[Back to List](#)

SCHEDULE MANAGEMENT

5. INVENTORY MNGEMENT

Seat assignments;
 Time limits for each subclass;
 Simplified inventory configuration changes;
 Ability to close and open flights;
 Changes to depth of sale;
 Changes to dates and days of operation;
 Convenient flights and passenger lists;



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Inventory report

Dates: - Flight:

Departure (local)	Flight	Ticketed:					Booked					Total	Remaining			
		Adult		Child		Infant	Subtotal	Adult		Child					Infant	Subtotal
		M	F	M	F			M	F	M	F					
27.07.2014 11:50	AC/XX-0101/LAL-AYT/1357	1	0	0	0	0	1	2	0	0	0	0	2	3	197	Part list
28.07.2014 11:50	AC/XX-0101/LAL-AYT/1357	1	0	0	0	0	1	0	0	0	0	0	0	1	198	Part list

INVENTORY MANAGEMENT



6. FARE MANAGEMENT

Support for multiple currencies;
Custom fare basis options;
Ability to open and close booking for each class and fare basis;
Ability to apply multiple taxes and fees;
No-show, cancel and refund fees;
Effective dates for each fare, including sales management;
Multilanguage support for fare rules;
Ability to add routes and segments to existing fare classes;
Multiple passenger types support for fares (Adult, Child, Infant, etc.);
Ability to create custom passenger types;
Support for cancel and refund conditions;
Support for change name, change class, rebooking and reroute fees;
Baggage weight restrictions for each passenger type.

Edit Fare

Airline
Almaty Charters

Currency
KZT

Class
B

Farebasis
RT

Booking opens dd.mm.yyyy before flight
90.00.00

Booking closes dd.mm.yyyy before flight
01.00.00

Start Date
24.07.2014

End Date
31.12.2014

Start Sell Date
24.07.2014

End Sell Date
31.12.2014

MinStay days
30

MaxStay days

Ticket validity
30

Rule

ИЗМЕНЕНИЕ БРОНИРОВАНИЯ	дополнительный сбор при наличии места в том же классе, срока действия аккаунта для парковки. При отсутствии бронирования.
Обращаем Ваше внимание, что по одному и тому же классу бронирования в зависимости от даты начала перевозки, а также сезонности могут устанавливаться различные уровни тарифов. В случае изменения даты вылета, указанной на первом полетном сегменте, производится добор разницы между установленным тарифом и уровнем тарифа, действующим на новую дату полета.	
ШТРАФ ПРИ НЕЯВКЕ НА РЕЙС	10% от тарифного компонента.
ПОВЫШЕНИЕ ДО БОЛЕЕ ВЫСОКОГО ТАРИФА	Разрешается при условии добора разницы в/у классами B.
ИЗМЕНЕНИЕ МАРШРУТА	Не разрешается.
СКИДКИ ДЛЯ ДЕТЕЙ	
СОПРОВОЖДАЕМЫЕ ДЕТИ 2-11 (вкл.) - Международные рейсы; СОПРОВОЖДАЕМЫЕ ДЕТИ 2-14 (вкл.) - Внутренние рейсы	оплата 50% от тарифа
НЕПРОВОЖДАЕМЫЕ ДЕТИ 1-11 (вкл.)	

FARE MANAGEMENT

7. RESERVATION MANAGEMENT

Simplified usage scenarios, a reservation can be created with just a few clicks of amouse;
 Check schedules and prices simultaneously in onerequest;
 Improved fare rulesdisplay;
 Create PNR straight from segmentsdisplay;
 Support for SS, HK, RR status types forPNR;
 Advanced PNRsearch;
 Split book, cancel PNR, modify passenger and callerinformation;
 Enhanced PNR modificationshistory;
 Adjustabletime-limits;
 Sale can be finalized in anycurrency;
 Support for automatic booking cancellation by time-limit in SS andHK;
 Refunds are automatically calculated in case of cancelation with dependency from cancelation time before or after flightdeparture;
 Automated calculations for round-trip refundscancelations.

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Search Fares

Currency	Origin	Destination	Departure Date	Return Date	Days	Adults	Children	Infants	Search		
KZT	ALA Almaty International Airport	AYT Antalya Airport	28.07.2014	31.07.2014	3	1	0	0	Search		
Date Local	Adult	Child	Infant	Airline	Class	Route	Return	Return Date	Duration	Seats	Select
28.07.2014	180	100	50	Almaty Charters	A/RT	ALA 11:50 -- AYT 19:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	28.07.2014	0:06:10 0:05:30	10	
28.07.2014	265	175	50	Almaty Charters	B/RT	ALA 11:50 -- AYT 15:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	28.07.2014	0:06:10 0:05:30	9	
28.07.2014	180	100	50	Almaty Charters	A/RT	ALA 11:50 -- AYT 15:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	30.07.2014	0:06:10 0:05:30	10	
28.07.2014	265	175	50	Almaty Charters	B/RT	ALA 11:50 -- AYT 15:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	30.07.2014	0:06:10 0:05:30	9	
28.07.2014	180	100	50	Almaty Charters	A/RT	ALA 11:50 -- AYT 19:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	01.08.2014	0:06:10 0:05:30	10	
28.07.2014	265	175	50	Almaty Charters	B/RT	ALA 11:50 -- AYT 19:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	01.08.2014	0:06:10 0:05:30	9	
28.07.2014	180	100	50	Almaty Charters	A/RT	ALA 11:50 -- AYT 15:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	03.08.2014	0:06:10 0:05:30	10	
28.07.2014	265	175	50	Almaty Charters	B/RT	ALA 11:50 -- AYT 15:00 AC,XX-0101 Airbus A321	AYT 17:00 -- ALA 01:30(+1) AC,XX-0102 Airbus A321	03.08.2014	0:06:10 0:05:30	9	

RESERVATION MANAGEMENT



8. TICKETING

- Manualticketing;
- E-ticketing;
- Ability to combine manual and e-ticketing;
- E-ticketing capabilities are available even without assigned three digit IATA prefix;
- Simplified void capabilities for all tickets or part of a ticket in any order;
- Automated and manual refund pricing procedures;
- Customized template for tickets with personal logo, header and ticket rules for each airline;
- Unique personalized airline ticket templates (at an additional development cost);
- Full internationalization support for tickets (language, dates, currencies, etc.);
- Email and SMS notifications (in development).

E-ticket No.: 123 0000011933



ЛЭТАРТЭ САМОЛЭТАНА АВАКОМПАНИИ Almaty Charters

ИНФОРМАЦИЯ О БРОНИ

Номер брони: 53CQ3W
 Сфис: Almaty Charters
 Оператор: almaty
 Телефон: +7
 Дата выписки: 14 Август 2014
 Действителен до: 03 September 2014

РАСЧЕТ ТАРИФА

Тип пассажира: Adult
 Базовый тариф: 180 KZT
 Сборы и налоги: 0 KZT
 Итого: 180 KZT

ДАТНЫЕ ПАССАЖИРА

LASTNAME / FIRSTNAME

Пункт отправления	Пункт назначения	Дата	Время отправления	Время прибытия	Номер рейса	Класс Код тарифа	Багаж	Итого
Алматы (AYT), Ташкент	Алматы (AYT), Казахстан	13.08.2014	7:30	9:30 (1)	660 F	Y	0	

TICKETING



9. REVENUE ACCOUNTING

Sales report filtered by dates, offices, agents, type operation, etc.;
 Paid seats report;
 Agent and sub-agent commission and balance calculation reports;
 Ability to download reports in csv file format with filtering;
 Export all formats you need;
 API for integration with third-party accounting systems.



9723 | Home | Help | Administration | Operations | Reports

Sales Report

From: 2012-01-01 To: 2012-12-31
 Agent: All Office: All
 Type: All

2012 (200800)

Big data table with columns: Booking, Type, Office, Location, Agent, Fuel, Base Fee, Charge, Status, Fee, Balance, Agent Commission, Sub-agent Commission, Sub-agent Fee, Sub-agent Fee %, Sub-agent Fee Type, Sub-agent Fee Type %, Sub-agent Fee Type, Sub-agent Fee Type %.

Booking	Type	Office	Location	Agent	Fuel	Base Fee	Charge	Status	Fee	Balance	Agent Commission	Sub-agent Commission	Sub-agent Fee	Sub-agent Fee %	Sub-agent Fee Type	Sub-agent Fee Type %
10001	1	10001	10001	10001	10001	10001	10001	10001	10001	10001	10001	10001	10001	10001	10001	10001
10002	2	10002	10002	10002	10002	10002	10002	10002	10002	10002	10002	10002	10002	10002	10002	10002
10003	3	10003	10003	10003	10003	10003	10003	10003	10003	10003	10003	10003	10003	10003	10003	10003
10004	4	10004	10004	10004	10004	10004	10004	10004	10004	10004	10004	10004	10004	10004	10004	10004
10005	5	10005	10005	10005	10005	10005	10005	10005	10005	10005	10005	10005	10005	10005	10005	10005
10006	6	10006	10006	10006	10006	10006	10006	10006	10006	10006	10006	10006	10006	10006	10006	10006
10007	7	10007	10007	10007	10007	10007	10007	10007	10007	10007	10007	10007	10007	10007	10007	10007
10008	8	10008	10008	10008	10008	10008	10008	10008	10008	10008	10008	10008	10008	10008	10008	10008
10009	9	10009	10009	10009	10009	10009	10009	10009	10009	10009	10009	10009	10009	10009	10009	10009
10010	10	10010	10010	10010	10010	10010	10010	10010	10010	10010	10010	10010	10010	10010	10010	10010
10011	11	10011	10011	10011	10011	10011	10011	10011	10011	10011	10011	10011	10011	10011	10011	10011
10012	12	10012	10012	10012	10012	10012	10012	10012	10012	10012	10012	10012	10012	10012	10012	10012
10013	13	10013	10013	10013	10013	10013	10013	10013	10013	10013	10013	10013	10013	10013	10013	10013
10014	14	10014	10014	10014	10014	10014	10014	10014	10014	10014	10014	10014	10014	10014	10014	10014
10015	15	10015	10015	10015	10015	10015	10015	10015	10015	10015	10015	10015	10015	10015	10015	10015
10016	16	10016	10016	10016	10016	10016	10016	10016	10016	10016	10016	10016	10016	10016	10016	10016
10017	17	10017	10017	10017	10017	10017	10017	10017	10017	10017	10017	10017	10017	10017	10017	10017
10018	18	10018	10018	10018	10018	10018	10018	10018	10018	10018	10018	10018	10018	10018	10018	10018
10019	19	10019	10019	10019	10019	10019	10019	10019	10019	10019	10019	10019	10019	10019	10019	10019
10020	20	10020	10020	10020	10020	10020	10020	10020	10020	10020	10020	10020	10020	10020	10020	10020
10021	21	10021	10021	10021	10021	10021	10021	10021	10021	10021	10021	10021	10021	10021	10021	10021
10022	22	10022	10022	10022	10022	10022	10022	10022	10022	10022	10022	10022	10022	10022	10022	10022
10023	23	10023	10023	10023	10023	10023	10023	10023	10023	10023	10023	10023	10023	10023	10023	10023
10024	24	10024	10024	10024	10024	10024	10024	10024	10024	10024	10024	10024	10024	10024	10024	10024
10025	25	10025	10025	10025	10025	10025	10025	10025	10025	10025	10025	10025	10025	10025	10025	10025
10026	26	10026	10026	10026	10026	10026	10026	10026	10026	10026	10026	10026	10026	10026	10026	10026
10027	27	10027	10027	10027	10027	10027	10027	10027	10027	10027	10027	10027	10027	10027	10027	10027
10028	28	10028	10028	10028	10028	10028	10028	10028	10028	10028	10028	10028	10028	10028	10028	10028
10029	29	10029	10029	10029	10029	10029	10029	10029	10029	10029	10029	10029	10029	10029	10029	10029
10030	30	10030	10030	10030	10030	10030	10030	10030	10030	10030	10030	10030	10030	10030	10030	10030
10031	31	10031	10031	10031	10031	10031	10031	10031	10031	10031	10031	10031	10031	10031	10031	10031

REVENUE ACCOUNTING



10. Departure Control System (indevelopment)

DCS function of Zamar CRS is its final stage of development and will support the following functions:

- Automated transmission of formalizing messages to airport control systems (PNL, Type B);
- Online access to passengerslist;
- Check-in start and closecontrol;
- GoShow procedures aresupported;
- Seat assignments;
- Luggagecontrol;
- Support for various standard message formats, such as Passenger Manifest, PNL APIS, PNR EDIFACT etc.;
- Boarding gatemanagement;
- Support for No Show, Offload, Denied Boardingprocedures;
- Interface to CUTE based DCS andcustoms.

Pax list

Departure 28.07.2014 13:30
Local
Flight JY-1025 GRV-ALA1
Aircraft TU-C-600-2E1P-1P-CG209

#	Name	Ticket	Booking	Gender	Type	Passport	Citizenship	Class	Phone
1	Altian Bella	7364201025185 return	YH4CT	Female	Adult	06710033	KAZ	Y	1114242
2	Altian Cafe	7364201025185 return	YH4CT	Female	Child	06657371	KAZ	Y	1114242
3	ВОНДИН ТАМЕТРАН	7364201025187 return	YH4CT	Male	Child	06856980	KAZ	Y	11114242
4	КАРАМОВА АЗИЯ	7364405217883 return	STW5K	Male	Adult	0402903898		Y	8701059021
5	Авдотка Рауан	4200113127	ANAGE	Male	Adult	9611214801	PH	Y	8380549133
6	Ильхам ДИЯТ	4200113120	CL700	Male	Adult	548820	PH	Y	89648949595
7	КАЛЫБЕА РОЗА	Not Paid	MOSTH0	Female	Adult	06299901	K3	Y	89298929600
8	НАСИРОВА ИСМА	4200113105	STZVF	Female	Adult	5743581	K3	Y	89388907130
9	УСМАЕВ ЖИМЕД	Not Paid	STFA215	Male	Adult			Y	
10	УСМАЕВ АЖМЕД	Not Paid	STFA215	Male	Adult			Y	
11	ЖАМБУЛОВА ДАША	Not Paid	KAP26E	Female	Adult	07910536	K3	Y	89298946704
12	ХАСАНОВА ЗАЙНА	Not Paid	MOSTH0	Female	Adult	4780331	K3	Y	89298929600
13	ХИСИНОВ Абдушай	Not Paid	KH3B1E	Male	Adult	021013985		Y	87773255205
14	ШАГЫРДЕН РИЗВАН	4200113106	STADLM	Male	Adult	06842443	K3	Y	89287825328
15	ШАГЫРДЕН КАЛЫКА	4200113107	STADLM	Female	Adult	074671165	K3	Y	89287825328

Download

DEPARTURE CONTROL SYSTEM

11. AGENT MANAGEMENT

Flexible commissions model for agents and sub-agents;
 Support for multi-tiered sub-agents;
 Credit and deposit settlements;
 Personalized fares for each agent;
 Per agent credit limits;
 Per agent day limits;
 Ability to immediately stop sale for any agent (killswitch).

eFly Home Setup Administrator tools Airline tools Agent tools **Agreements** Reports Users

Sales Agreements

Drag a column header and drop it here to group by that column

#	Owner	Fare	Curr.	Requ.	Pass.	Price	Agent	C...	C...	C...	Date	Ena.	
+	Almaly Charters	A/S	KZT		Adult	136	2nd floor	0		0	1	yes	Edit
+	Almaly Charters	A/S	KZT		Child	109	2nd floor	0		0	1	yes	Edit
+	Almaly Charters	A/OW	KZT	ALA-AYT, RYT-ALA	Adult	100	2nd floor	0		10.0	1	no	Update Cancel
+	Almaly Charters	A/OW	KZT	ALA-AYT, RYT-ALA	Child	80	2nd floor	0		6	1	yes	Edit
+	Almaly Charters	A/OW	KZT	ALA-AYT, RYT-ALA	Infant	20	2nd floor	0		2	1	yes	Edit
+	Almaly	A/RT	KZT	ALA-AYT, RYT-ALA	Adult	136	2nd floor	0		16	1	yes	Edit

1 - 20 of 219 items

eFly Home Setup Administrator tools Airline tools Agent tools **Agreements** Reports Users

Partnership

Airline Alaska/Almaly Aviatask

Owning Agent

Agent ITA Cross Way

Credit limit

Balance -25632600

Increase Balance

DayLimit

Autofund

[Back to List](#)

AGENT MANAGEMENT

12. B2C DISTRIBUTION: IBE AND WEBSALES



CRS Zamar comes with Internet and Web sales module that provides modern customizable e-commerce capabilities for transportation and hospitality industry. It can be fully integrated with and styled according to airline corporate Web presence solution. IT provides practically all the functions available to agent, and more:

Schedule;

Fares;

Reservation;

Booking;

E-ticket;

Bookingstatus;

Payments, including support for credit card processing, invoices and kiosks of cash receipt. Additional capabilities for eWallet services, such as, Yandex.money, Qiwi wallet, etc. could be implemented at an additionalcost;

Customer profile accounts are fully supported. This feature may considerably speed up the booking process and allows to develop or integrate with customer loyalty programs;

Loyalty program features are available at an additionalcost;

On-line Check-in (indevelopment);

Emailnotifications.

Round 4

Almaty International Airport ALA* Anolyo'ltpo

260120LJ 300120L

Adults P2* CMdren(0-12)

11/ | 6/ | 9/ | 11/ | 13/ | 14/ | IOVER JSE N

Schedule for a week (30 days)

S

Schedule For

	27 Jul, Su	28 Jul, Su	29 Jul, Tu	30 Jul, We	31 Jul, Th	01 Aug, Fr	02 Aug, Sa
26 Jul, 51	135596t<Z	131656t<Z	131656 t<Z	127 616t<Z	123676 ZI	121159 Z	114 127 ZI
27 Jul, Su	121 159t<Z	180(1:1	119 179 Z	1801CZI	11* 121 ZI	104 896 Z	114 127<Z
28 Jul, Su		132S61 U	122 10/ Z	180 Z1	114 127 Z,	114 127 Z	114 127 Z
29 Jul, Tu			1268601(2	122 107 Z	122 101 ZI	119 179 Z	11 127,(Zf

Prices per day

Class	Departure	Flight	Flying time	Fare	Arrival
80 Z	11:50 28Jul2014, Moody	< 101	:10	AIRI	15:00 28Jul2014, Monday
	17:00 01Aug2014, Fr, day	107	:30	AIRT	01:30(+1) 02Aug2014, Saturday
80 Z	11:50 28Jul2014, *	10(0)101	:10	/	15:00 28Jul2014, Monday
	17:00 01Aug2014, Fr, day	10(0)102	05:30	AIRT	01:30(+1) 02Aug2014, Sa, Su, Fri, Tu
365 KZT	11:50 28Jul2014, *	300101	06:10	/	15:00 28Jul2014, Monday
	17:00 01Aug2014, *	300102	05:30	ZI	01:30(+1) 02Aug2014, Sa, Su, Fri, Tu



Booking

[BOOK](#)

Caller details

Телефон: +7 (777) 123-45-67 Адрес:

Телефон: Test Email: info@fly.kz

Adults

1. Test Male +7 (777) 123-45-67 10.03.1980 012345679

Test 24.11.2020

[BOOK](#)

SEARCH & BOOKING VERIFICATION & PAYMENT SCHEDULE CONTACTS LOG IN PC ENG

Booking

Caller details

Телефон: +7 (777) 123-45-67
Телефон: Test Email: info@fly.kz

Booking number: [CHECK](#)

Passengers	Routes	Balance (to be paid)	Should be paid within
1. Test Test	ALA - AYE AYT - ALA	265 KZD	01 15 29 16 Day Hour Minute Second

Payment methods

Наличными в отделении ККБ [OK](#)

Пластиковой картой [PAYMENT GATEWAY](#)

B2CDISTRIBUTION
IBE & WEBSALES

13. B2B DISTRIBUTION

Advanced intermediary software module, that performs real-time transformation of data, aggregation and intellectual routing between multiple sources, that reside in-between the hosting module and B2C module provides the following additional capabilities:

- Ability to build direct agent/subagent networks;

- Advanced GDS integration, including, but not limited to:

- o Abacus/Sabre integration - in development
- o Amadeus, Sirena – currently planned for development

- Vi-Va online Hotels reservation system integration – currently planned for development;

- Abacus/Sabre Red App integration – in development.



B2B DISTRIBUTION