

SFS360 user level matrix

General services											
User level	Airport access	A. Import passengers (Pull)	B. Add passenger manually (optional)	C. Hotel / service dashboard	D. Select passengers	E. Add / Changes services	F. Passenger communication	G. Issue services and vouchers	H. Passenger details	I. Reporting	
These are the default user levels IDs in the SFS360 platform. In this matrix you will find the detailed description of the functions that these user roles have access to / processes they are allowed to manage.	A user could have access to one single airport or to multiple airports.	SFS has APIs to push data automatically into SFS, and we can work on PULL basis where we get API data for example based on full Flights PNL's or individual passenger records. Which can be imported into SFS360.	Passengers that cannot not be imported automatically by technical connection, can be added into SFS360 by either scanning a boarding pass or manual entry.	Inventory management of services and hotels in and around your airport here you will have the overview of the needed services and the available services which can be managed on passenger tier level.	Passenger group management and individual overview of passenger, on the select passenger page you can easily find the passengers if they are standing at the desk or from this page one can start the entire fulfillment workflow	Assigning services to passengers or passenger selections or segments can be done automatically by the SFS360 Business rule engine, or manually if you want to override this automated process manually.	Passenger communication can be tailored based on passenger tiers and can be done automatically based on preset business rules or manually based on individual passengers or passenger selections or segments.	Issuance of services and vouchers can be done digitally by distributing a mobile self service link which will lead to a fully customizable personalised information page, or by printing vouchers on different output forms like on boarding passes, line printers or normal A4 printers	The passenger details can be used for editing / updating passenger contact details and process handling details and gives an overview of the actual status as well as the historical overview of what was communicated and which services were given to the passenger.	SFS360 RESTfull Reporting api's can be connected to your preferred reporting tools but are compatible with excel for extensive dashboard reporting. Individual Report sets can be assigned per user levels.	
1	Multiple	yes	yes	yes	yes	yes	yes	yes	yes	yes	
2	One	yes	yes	yes	yes	yes	yes	yes	yes	yes	
3	One	yes	yes	yes	yes	yes	yes	yes	yes	yes	
4	Multiple	yes	yes	yes	yes	yes	yes	yes	yes	yes	
5	One	no	yes	no	yes	no	optionally	yes	yes*	no	
6	One	no	yes	no	yes	no	no	yes	yes	no	
7	Multiple	no	no	no	no	no	no	no*	yes*	no	
8	Multiple	no	no	no	no	no	no	no*	yes*	no	
9	Multiple	no	no	no	read only	no	no	no	read only	yes	

\* only resending or reprinting \* can only change contact details

Detailed functions

User level	Edit passenger details	Add internal comments to passengers	Reprint Voucher / Resend voucher	Document center	Add passenger manually	Modify group	Add/change services manually	Send message (e-mail/SMS/VNR)	Add custom services	Hotel list overview
These are the default user levels IDs in the SFS360 platform. In this matrix you will find the detailed description of the functions that these user roles have access to / processes they are allowed to manage.	Allowing users to edit passenger details like contact details, flags etc. The level of editing specific customer details will differ per user role. For example most can add a phone number, but only station manager and above can change a booking class / service class.	Can add comments to customer details for internal use only.	The option to issue / reissue service vouchers to customers either by print / reprint or send to their mobile.	The document centre is there for the internal communication of (ad hoc) procedures or sharing information with your groundhandler. The main functional difference is adding information or reading information.	Adding passengers manually either by typing in passenger data or scanning boarding passes. The scanning can be disabled for the entire airline if requested, but if enabled this feature can be used by below user levels.	When passengers are travelling together on the same PNR but they will get different PNRs. OR when passengers travel on different PNRs but should be travelling together they can be either split up or joined together in the modify group function.	Adding services like the eligibility to stay in a Hotel or travel by Taxi to customer automatically based on preset business rules or manually based on individual parameters and rules, but could be overwritten manually or handled manually if preferred.	Passenger communication can be tailored based on passenger tiers and can be done automatically based on preset business rules or manually based on individual passengers or passenger selections or segments.	SFS has the option to add and manage custom services like bus transport which you have your own agreements with or specific hotels in the local market these can be added and managed in SFS360	SFS has extensive options to view and manage the inventory of services like hotels in the local market that are decided into rings around your airport so you keep in control in high demand situations.
1	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
2	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
3	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
4	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
5	yes	yes	yes	read only	yes	yes	no	optionally	no	no
6	yes	no	yes	read only	no	no	no	no	no	no
7	yes	yes	yes	yes	no	no	no	no	no	no
8	yes	yes	yes	yes	no	no	no	no	no	no
9	no	no	no	no	no	no	no	no	no	no

User level	Airline details	Airline configuration	Mealplan configuration	Airport configuration	Languages & Text	Look and feel design	Business Rule Engine
These are the default user levels IDs in the SFS360 platform. In this matrix you will find the detailed description of the functions that these user roles have access to / processes they are allowed to manage.	Contact details and general details of the airline can be managed.	Airlines and daughter airlines can be set up and managed. As well as customer tiers based on cabin classes / booking classes. These customer tiers can be used for differentiation in service levels or communication.	Mealplan types for different customer tiers, can be added preset and managed.	Active airlines can be set per airport, this is mainly in case your airline would support external airlines on hubs for example where you might fulfill a groundhandling role for 3rd party airlines. Setting this will make sure reporting will be done per carrier code ensuring seamless invoicing etc etc.	The SFS360 platform is all about communication with your passengers, that is why we support your needs for over 500 languages on our vouchers either the printed version or on the mobile microsite including RTL languages, character sets include Arabic, Chinese, Japanese, Thai, Vietnamese and Cyrillic just to name only a few. All of the passenger facing communication can be set and translated by yourself so you can use your own tone of voice / brand style.	SFS is highly customizable in terms of logo's, colour schemes look and feel, icons, icon colours and fonts and font types. But also in your own terms and conditions and disclaimers etc. Some of these can be adjusted by the airline system admin or together with your dedicated SFS system administrator.	Many of the processes can be supported by automated business rules, this could be an communication or services levels. Rules can be set based on an array of input parameters and booking information for each specific passenger or customer tier. Your specific and dedicated rules will be set by the SFS system admin in close collaboration with your airline system admin.
100	yes	yes	yes	yes	yes	yes	yes
99	yes	yes	yes	yes	yes	yes	read only
1	no	no	yes	yes	yes	no	no
2	no	no	yes	yes	yes	no	no
3	no	no	no	no	no	no	no
4	no	no	no	no	no	no	no
5	no	no	no	no	no	no	no
6	no	no	no	no	no	no	no

