

Sabre – Etihad Airways

CUSTOMER SERVICE

March 21st , 2019

The Sabre logo is located in the bottom right corner of the slide. It consists of the word "Sabre" in a bold, red, italicized sans-serif font. The background of the slide features a stylized world map composed of grey dots, overlaid with a grey circuit board pattern of lines and nodes. A red line starts from the left edge and curves upwards across the top of the map. Various icons like gears and square brackets are scattered throughout the circuit board design.

Helpdesk Tips

Agenda

- **PNR Status**
- **Passenger Information**
- **Pricing**
- **Group claim**
- **EMD Issuance**
- **EMD for Paid Seat**
- **Group Issuance Entry**
- **Miscellaneous**

PNR Status

PNR status HL, HX, UC, NO, UN

Please Aware

PNR Status **HL,HX,UC,NO dan UN** jangan lupa **DI CANCEL!!**

Check PNR tsb ada didalam Queue 0,1,7 dan 9.

Airlines akan mengeluarkan **ADM** jika status pnr tersebut tidak di cancel.

Khusus untuk PNR GK segment Travel Agen tidak boleh melakukan cancel sendiri,

Agen contact Helpdesk agar PNR tsb dapat cancel local (XK)

Passenger Information

a. Email Address (3CTCE/)

3CTCE/ADITYA..SYAMPURNA//GMAIL.COM-1.1

// is used to place @ and .. (Double dot) to place (_)

Underscore in email address and ./ to place (-) dash

b. Mobile number (3CTCM/) (Country code n mobile number)

3CTCM/628989719002MR ADITYA -1.1

c. You can be view **Passport data** at [Y/AAI/PDT/P60](#)

d. Special Meals Codes

Entry : **DU*/SPM†EY** → Example for Etihad Airways meals codes

Open Rules from Pricing

```
*IA«
 1 EY 471V 20APR 6 CGKAUH SS1 0040 0605 /DCEY /E
 2 EY 472V 28APR 7 AUHCGK SS1 1045 2240 /DCEY /E
WPAEY«
PSGR TYPE ADT - 01
      CXR RES DATE  FARE BASIS          NVB      NVA      BG
JKT
AUH EY  V   20APR VLPR4MJK/YS          20APR 20APR 30K
JKT EY  V   28APR VLPR4MJK/YS          28APR 28APR 30K
FARE  IDR 11843000
TAX   IDR 2300000D5 IDR 290900AE IDR 5606000XT
TOTAL IDR 17969900
ADT-01 VLPR4MJK/YS
  JKT EY AUH Q2.50 Q25.00 396.25EY JKT Q2.50 Q25.00 396.25NUC
  847.50END ROE13973.8
XT IDR19400TP IDR38800ZR IDR135800F6 IDR5412000YQ
ENDOS*SEG1/2*NON ENDO/ REF
TKT/TL04APR19/2359
ATTN*VALIDATING CARRIER SPECIFIED - EY

ATTN*AIR EXTRAS AVAILABLE - SEE WP*AE
ATTN*BAGGAGE INFO AVAILABLE - SEE WP*BAG
.
```

WPRD*S1M

WPRD*S1M<<

V FARE BASIS AP FARE-OW FARE-RT BK SEASON MINMAX RTG
1 A VLPR4MJK/Y - 11075000 V 01JAN-28MAY 3/ 4M EH01
PASSENGER TYPE-ADT AUTO PRICE-YES
FROM-JKT TO-AUH CXR-EY TVL-20APR19 RULE-IDPR IPRMEAS/33
FARE BASIS-VLPR4MJK/YS SPECIAL FARE DIS-E VENDOR-ATP
FARE TYPE-PRO RT-ECONOMY PROMOTIONAL
IDR 11074348 0113 E19MAR19 D30NOV19 FC-VLPR4MJK FN-X
SYSTEM DATES - CREATED 18MAR19/1824 EXPIRES INFINITY

*50.RULE APPL	01.ELIGIBILITY	02.DAY/TIME
*03.SEASONS	*04.FLIGHT APPL	*05.ADV RES/TKTG
*06.MIN STAY	*07.MAX STAY	*08.STOPOVERS
*09.TRANSFERS	*10.COMBINATIONS	11.BLACKOUTS
*12.SURCHARGES	13.ACCOMP TRAVEL	-14.TRAVEL RESTR
/15.SALES RESTR	¥16.PENALTIES	/17.HIP/MILEAGE
¥18.TICKET ENDO	*19.CHILDREN DISC	20.TOUR COND DISC
*21.AGENT DISC	22.ALL OTHER DISC	*23.MISC PROVISIONS
25.FARE BY RULE	26.GROUPS	27.TOURS
28.VISIT A COUNTRY	29.DEPOSITS	¥31.VOLUNTARY CHGS
¥33.VOLUNTARY RENDS	35.NEGOTIATED FARES	
90.AGENCY RETAILER INFORMATION		
IC.INTERNATIONAL CONSTRUCTION		

¥

WPRD*S1C16

WPRD*S1C16<<

V FARE BASIS AP FARE-OW FARE-RT BK SEASON MINMAX RTG
1 A VLPR4MJK/Y - 11075000 V 01JAN-28MAY 3/ 4M EH01
PASSENGER TYPE-ADT AUTO PRICE-YES
FROM-JKT TO-AUH CXR-EY TVL-20APR19 RULE-IDPR IPRMEAS/33
FARE BASIS-VLPR4MJK/YS SPECIAL FARE DIS-E VENDOR-ATP
FARE TYPE-PRO RT-ECONOMY PROMOTIONAL
IDR 11074348 0113 E19MAR19 D30NOV19 FC-VLPR4MJK FN-X
SYSTEM DATES - CREATED 18MAR19/1824 EXPIRES INFINITY

16. PENALTIES CHANGES

ANY TIME

CHARGE USD 105.00 FOR REISSUE/REVALIDATION.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

NOTE - TEXT BELOW NOT VALIDATED FOR AUTOPRICING.

FOR ALL CHANGES WITHIN 96 HOURS BEFORE DEPARTURE
OF A FLIGHT A CHARGE OF 116 USD MUST BE COLLECTED
FOR CHANGE OF RESERVATION.

CHANGE FEES MUST BE CODED AS XP IN THE TAX
FIELD.

¥

Group Claim

2 Easy steps for Group Claim :

```
1. *QEY/*RTTPJB«  
  1.C/EY/45-45KANOMAS SERIES APR  
  1 EY 471G 29APR 1 CGKAUH*HK45 0040 0605 /E  
  2 EY 333G 29APR 1 AUHJED*HK45 1140 1320 /E  
  3 EY 314G 10MAY 5 JEDAUH*HK45 0515 0855 /E  
  4 EY 472G 10MAY 5 AUHCGK*HK45 1045 2240 /E  
TKT/TIME LIMIT  
  1.TAM/  
PHONES
```

2. *QEY/CLM

EMD Issuance

```
AE%EMD«
EMD - AE  FILL IN INFORMATION - PRESS ENTER WHEN COMPLETE
PASSENGER NAME  PANJI/JUNJAR MR
TICKETING AIRLINE CODE<EY>   SVC CITY<CGK> SVC DATE<20MAR>
REASON FOR ISSUANCE CODE<D>  REASON FOR ISSUANCE SUBCODE<997>
TYPE OF SERVICE <GROUP DEPOSIT AUH MAR19      >  D/I <I>
PRESENT TO <ETIHAD AIRWAYS                      >
AT <CGK                                          >
BASE AMT <1000000      > CURRENCY <IDR>
EQUIVALENT AMT PAID <      > <      > TAX EXEMPT < >
TAX/TAX CODE <      > <      > <      > <      >
                <      > <      > <      > <      >
                <      > <      > <      > <      >
ENDORSEMENTS  <GROUP DEPOSIT CGK-AUH 01APR19    >
<                                                    >
<                                                    >
PHONE CITY<021> PHN NBR<27535388      > PHN TYPE<A>
RECD FROM <PANJI                      >
CONNECTED TKT NUMBER<      > <      > NEXT <X> QUIT < >
```


EMD Issuance

```
*AE*AES«
ANCILLARY SERVICES
  1.GROUP DEPOSIT AUH MAR19                1.1 PANJI/JUNJAR MR
    STATUS - HD1/PAYMENT REQUIRED
    AMOUNT - 1000000IDR
    TOTAL  - 1000000IDR
    DOC/CF -
    GROUP   - 99
    RFIC    - D
    EMD TYPE - 1
    ETKT    -
    REFUND  - Y
    SEAT PDC -
    TRAVEL DATE - 20MAR19 TO DDMMYY GUARANTEED - F
    PURCHASE BY - 21MAR19/2359      TKT - N
    TAX EXEMPT - N
    CPN -
    SSR -
    REISC - 997
    WAIVE -
    COMMISSION - Y
W#EMD*AE1#FCASH#AEY#DPE#ER
```

EMD for Paid Seat

1. EY 471/2. EY 472

EY 471 EY 472

Previous Flight **Flight 1 of 2** Next Flight

Apr 20 **ETIHAD AIRWAYS 471**
Jakarta-Soekarno (CGK) → Abu Dhabi (AUH)

Airbus A330-200
8 hr 25 min Class: Economy

Passengers:

1 JUNIAR PANJI 19D

Legend:
● = Passenger ● = Available ✕ = Unavailable
✚ = Paid ✚ = Preferred Paid ✚ = Exit Row
♿ = Lavatory ☺ = Galley ☐ = No seat

PRICE PER SEAT: IDR 213500-IDR 1209400

Row	A	C	D	E	F	G	H	K
15	✕	✕	✕	✕	✕	✕	✕	✕
16	✕	✕	✕	✕	✕	✕	✕	✕
17	✕	✕	✕	✕	✕	✕	✕	✕
18	✕	✕	✕	✕	✕	✕	✕	✕
19	✕	✕	✕	1	✕	✕	✕	✕
20	✕	✕	✕	✕	✕	✕	✕	✕
21	✕	✕	✕	✕	✕	✕	✕	✕
22	✕	✕	✕	✕	✕	✕	✕	✕
23	✕	✕	✕	✕	✕	✕	✕	✕
24	✕	✕	✕	✕	✕	✕	✕	✕
25	✕	✕	✕	✕	✕	✕	✕	✕
26	✕	✕	✕	✕	✕	✕	✕	✕
27	✕	✕	✕	✕	✕	✕	✕	✕
28	✕	✕	✕	✕	✕	✕	✕	✕
29	✕	✕	✕	✕	✕	✕	✕	✕
30	✕	✕	✕	✕	✕	✕	✕	✕
31	✕	✕	✕	✕	✕	✕	✕	✕

19 E Available
Preferred Paid
Price: IDR 426900

OK Cancel

EMD for Paid Seat

```
4G1*«
*B*P3~
SEATS/BOARDING PASS
 1 EY 471V 20APR CGKAUH KK 19D NA      P 1.1 PANJI/JUNJAR MR
*AE*AES«
ANCILLARY SERVICES
 1.ECONOMY STANDARD                    1.1 PANJI/JUNJAR MR
  STATUS - HD1/PAYMENT REQUIRED
  AMOUNT - 426900IDR
  TOTAL  - 426900IDR
  FLIGHT - EY0471V20APRCGKAUH
  DOC/CF -
  GROUP  - SA
  RFIC   - A
  EMD TYPE - 2
  ETKT   -
  REFUND - N
  SEAT PDC - 19D
  TRAVEL DATE - 20APR19 TO 20APR19
  PURCHASE BY - 21MAR19/2359
  TAX EXEMPT - N
  CPN -
  SSR - SEAT
  RFISC - 0B5
  WAIVE -
  CPN -
  COMMISSION - N
  GUARANTEED - T
  TKT - N
W#EMD*AE1#FCASH#AEY#DPE#ER
```

Group Issuance Entry

Berikut adalah entry untuk issued ticket group EY yang menggunakan EMD (Deposit & Full Payment).

Untuk entry seperti second reissued : semua tax paid, IT fare dan ada Tourcode.

SECOND REISSUANCE NO ADC

PRICING :WYIY*EIDR/IDR4300000/PD230000D5/PD290600AE/PD19400TP/PD135600F6
Semua tax dibuat PD (Sudah terbayar)

TICKETING :WYPQ1N2.1-6.1YET6073151887995/A/6073151778010/20MAR19CGK/

15300990YFEFACTYAEYUX*TOURCODEYDPE

6073151887995 : NO EMD FULL PAYMENT

6073151778010 : NO EMD DEPOSIT

20MAR19CGK : TANGGAL DEPOSIT

Miscellaneous

VARIOUS NEWS

- | | |
|--------------------------|-----------------|
| 1. SSR untuk Infant | : Y/AAI/PDT/P67 |
| 2. SSR untuk Children | : Y/AAI/PDT/P68 |
| 3. Input Passport | : Y/AAI/PDT/P60 |
| 4. Reissuance Format | : Y/MKT/ID1/P28 |
| 5. Married Segment Info | : Y/MKT/ID1/P50 |
| 6. Tax Code for Reissued | : Y/MKT/ID1/P31 |

CONTACT

Sabre Helpdesk : **021-27535388**
Mobile Phone : **0816920832 (After Office Hour)**
 : **08121862323 (After Office Hour)**

Mon-Fri : **08.00 – 19.00**
Sat : **08.30 – 14.30**

eMail : **helpdesk@sabretn.co.id**
Join mailinglist : **abacus-indonesia@yahoogroups.com**

THANK YOU

TERIMA KASIH



Sabre[®]