

***ALL TERMS & CONDITIONS REGARDING THIS POLICY PLEASE FOLLOW THE LATEST UPDATE FROM ETIHAD CIRCULAR NEWS**

A. REISSUANCE NO ADC

How does it works in your system?

| EXAMPLE OF OLD TICKET | |
|---------------------------|-------------------------|
| Name of pax | JOHN/SABRE MR |
| EY PNR | KUFYRW |
| Ticket no | 6079903638673 |
| Original routing | CGK-x/AUH-AMS-x/AUH-CGK |
| Date of departure | 5-Sep-20 |
| Outbound RBD & Fare Basis | M MLRTJK/YV |
| Date of returning | 12-Sep-20 |
| Inbound RBD & Fare Basis | M MLRTJK/YV |

Original ticket issued as below **(PLEASE REMEMBER BELOW TRAVEL DATE ARE ONLY EXAMPLE!)**

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VALIDATING CARRIER - EY
1 OCGK EY 471M 05SEP 0050 MLRTJK/YV OK 05SEP2005SEP2030K
2 XAUH EY 77M 05SEP 0930 MLRTJK/YV OK 05SEP2005SEP2030K
3 OAMS EY2651M 12SEP 2155 MLRTJK/YV OK 12SEP2012SEP2030K
4 XAUH EY 472M 13SEP 1035 MLRTJK/YV OK 13SEP2013SEP2030K
  CGK

      BASE FARE                TAXES/FEES/CHARGES          TOTAL
IDR10986000                    7388900XT          IDR18374900
XT      230000D5                42600ZR            298000F6          213800CJ
      258700RN                6345800YQ

JKT EY X/AUH Q20.00EY AMS Q JKTAMS3.00 371.88EY X/AUH EY JKT Q
AMSJKT3.00 371.88NUC769.76END ROE14271.8

NON ENDO/ REF
  
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- Original Routing : CGK-X/AUH-AMS-X/AUH-CGK
- Total Fare & Taxes : IDR 18,374,900
- Booking Class : M-Cls

Now, let's say guest has decide to rebook the trip into new date and new routing. FOR EXAMPLE, guest plan to travel on 10 Nov and currently available RBD for departure and returning is M class. So he is going to travel still in Economy

| EXAMPLE OF NEW TICKET | |
|---------------------------|-------------------------|
| Name of pax | JOHN/SABRE MR |
| EY PNR | KUFYRW |
| Ticket no | TBA |
| Original routing | CGK-x/AUH-LHR-x/AUH-CGK |
| Date of departure | 10-Nov-20 |
| Outbound RBD & Fare Basis | M MLRTJK/YV |
| Date of returning | 18-Nov-20 |
| Inbound RBD & Fare Basis | M MLRTJK/JS |

Now, ticket will be reissued with new Itinerary with new fare :

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VALIDATING CARRIER - EY
1 OCGK EY 471M 10NOV 0005 MLRTJK/YV OK 10NOV2010NOV2030K
2 XAUH EY 19M 10NOV 0805 MLRTJK/YV OK 10NOV2010NOV2030K
3 OLHR EY 20M 18NOV 1405 MLRTJK/YV OK 18NOV2018NOV2030K
4 XAUH EY 474M 19NOV 0300 MLRTJK/YV OK 19NOV2019NOV2030K
  CGK

      BASE FARE                TAXES/FEES/CHARGES          TOTAL
IDR9451000                    9713500XT                IDR19164500
XT      230000D5                42600ZR                   298000F6                1540900GB
      787200UB                   6814800YQ
JKT EY X/AUH EY LON Q JKT LON 3.00 328.09 EY X/AUH EY JKT Q LON JKT
3.00 328.09 NUC 662.18 END ROE 14271.8
  
```

NON ENDO/ REF

- New Routing : CGK-X/AUH-LHR-X/AUH-CGK
- Total Fare & Taxes : IDR 19,164,500
- Booking Class : M-Cls

See below all the comparison between OLD FARE, NEW FARE & ADDITIONAL FARE :

| ORIGINAL FARE | | | NEW ROUTING | | | ADDITIONAL FARE & TAXES | | |
|-------------------------|-----------------------|------|-------------------------|-----------------------|------|-------------------------|--------------------|------|
| CGK-x/AUH-AMS-x/AUH-CGK | | | CGK-x/AUH-LHR-x/AUH-CGK | | | - | | |
| SUBJECT | AMOUNT | CODE | SUBJECT | AMOUNT | CODE | SUBJECT | AMOUNT | CODE |
| OLD FARE | IDR 10,986,000 | - | NEW FARE | IDR 9,451,000 | - | Additional Fare | IDR (1,535,000) | - |
| Tax 1 | IDR 230,000 | D5 | Tax 1 | IDR 230,000 | D5 | Additional Tax 1 | IDR - | - |
| Tax 2 | IDR 42,600 | ZR | Tax 2 | IDR 42,600 | ZR | Additional Tax 2 | IDR - | - |
| Tax 3 | IDR 298,000 | F6 | Tax 3 | IDR 298,000 | F6 | Additional Tax 3 | IDR - | - |
| Tax 4 | IDR 213,800 | CJ | Tax 4 | IDR - | - | Additional Tax 4 | IDR (213,800) | - |
| Tax 5 | IDR 258,700 | RN | Tax 5 | IDR - | - | Additional Tax 5 | IDR (258,700) | - |
| Tax 6 | IDR 6,345,800 | YQ | Tax 6 (*) | IDR 6,814,800 | YQ | Additional Tax 6 | IDR 469,000 | YQ |
| Tax 7 | IDR - | - | Tax 7 (**) | IDR 1,540,900 | GB | Additional Tax 7 | IDR 1,540,900 | GB |
| Tax 8 | IDR - | - | Tax 8 (**) | IDR 787,200 | UB | Additional Tax 8 | IDR 787,200 | UB |
| TOTAL | IDR 18,374,900 | - | TOTAL | IDR 19,164,500 | - | TOTAL | IDR 789,600 | - |

Notes : (*) There is additional amount of taxes | (**) New Additional Taxes

ETIHAD BONUS CREDIT VALUE INFORMATION as per Etihad Trade Portal at www.etihadhub.com

| Etihad Credit Bonus Value | | |
|--|------------------------|---------------|
| Journey | Business & First (USD) | Economy (USD) |
| Flying within GCC, Middle East, Egypt & Indian Subcontinent. | \$100 | \$40 |
| Flying to and from North America & Australia | \$400 | \$100 |
| All other journeys | \$300 | \$60 |

Full information on Etihad Credit Bonus Value can be found on etihadhub.com



Now as per above table, then you know that Ticket starts from Indonesia are included on “**ALL OTHER JOURNEY**”, which meant, Guest will be entitled for Etihad Bonus Credit Value of **USD 60** as his original ticket is in ECONOMY.

Let’s say as per Currency Conversion in GDS as per **05 Jul 2020** when you are reissuing the ticket is USD 1 = IDR 15,630. Then USD 60 = IDR 937,800 (rounding up to IDR 938,000)

Then.. How much the additional collection amount (ADC) which you need to collect from Guest?

| Total ADC | EY Bonus Credit Value | Total ADC GUEST to Pay |
|-------------|-----------------------|------------------------|
| IDR 789,600 | IDR 938,000 | IDR (148,400) |

This meant, **guest doesn't need to pay any additional** on total fare & taxes since the ADC (Additional Collection) required for the new ticket is less than the Bonus Credit value, then the ADC should be reduced to **zero**. There is no residual carry over due to technical capability.

Now you will have to you will have to continue to next step :

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VALIDATING CARRIER - EY
1 OCGK EY 471M 10NOV 0005 MLRTJK/YV OK 10NOV2010NOV2030K
2 XAUH EY 19M 10NOV 0805 MLRTJK/YV OK 10NOV2010NOV2030K
3 OLHR EY 20M 18NOV 1405 MLRTJK/YV OK 18NOV2018NOV2030K
4 XAUH EY 474M 19NOV 0300 MLRTJK/YV OK 19NOV2019NOV2030K
CGK

      BASE FARE      EQUIV AMT      TAXES/FEES/CHARGES      TOTAL
      TDR9451000              TDR
PDXT      230000D5      42600ZR      298000F6      213800CJ
      258700RN      6345800YQ      1540900GB      787200GB
      469000YO
JKT EY X/AUH EY LON Q JKT LON 3.00 328.09 EY X/AUH EY JKT Q LON JKT
3.00 328.09 NUC 662.18 END ROE 14271.8

NON ENDO/REF/COVID19-EXCHANGE WITH BONUS CREDIT EY471/05SEP
  
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1) Modify fare and taxes for reissuance :

W#I2#Y*EIDR/IDR9451000/PD230000D5/PD42600ZR/PD298000F6/PD213800CJ/PD258700RN/PD6345800YQ/PD1540900GB/PD787200UB/PD469000YQ

***** (ALL OLD AND NEW TAXES ARE PAID) *****

2) Modify Endorsement Box :

W#I2#EO/NON ENDO/REF/COVID19-EXCHANGE WITH BONUS CREDIT EY471/05SEP

ENDO BOX → COVID19-EXCHANGE WITH BONUS CREDIT EYXXX/XXX (You have to mention the flight number and date which was originally canceled due to COVID. For example EY471/05SEP)

3) Ticketing entry No ADC for reissuance :

W#PQ2N1.1#ET607XXXXXXXXXX/1234//24APR20JKT/15300165#FEFAGT#AEY

B. REISSUANCE ADC

How does it works in your system?

| EXAMPLE OF OLD TICKET | |
|---------------------------|-------------------------|
| Name of pax | JOHN/SABRE MR |
| EY PNR | KUFYRW |
| Ticket no | 6079903638673 |
| Original routing | CGK-x/AUH-FRA-x/AUH-CGK |
| Date of departure | 2-Oct-20 |
| Outbound RBD & Fare Basis | D DRM2JK/JF |
| Date of returning | 10-Oct-20 |
| Inbound RBD & Fare Basis | D DRM2JK/JF |

Original ticket issued as below **(PLEASE REMEMBER BELOW TRAVEL DATE ARE ONLY EXAMPLE!)**

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VALIDATING CARRIER - EY
1 OCGK EY 471D 02OCT 0050 DRM2JK/JF OK 02OCT2002OCT2040K
2 XAUH EY 7D 02OCT 0940 DRM2JK/JF OK 02OCT2002OCT2040K
3 OFRA EY 8D 10OCT 2145 DRM2JK/JF OK 10OCT2010OCT2040K
4 XAUH EY 472D 11OCT 1035 DRM2JK/JF OK 11OCT2011OCT2040K
  CGK

      BASE FARE                TAXES/FEES/CHARGES          TOTAL
      IDR28256000                16966700XT              IDR45222700
      XT      230000D5            42600ZR                 298000F6              168700DE
                569400RA            9970000Y                14661000YQ
      JKT EY X/AUH EY FRA Q JKTFRA7.00 972.89EY X/AUH EY JKT Q20.00 Q
      FRAJKT7.00 972.89NUC1979.78END ROE14271.8

NON ENDO/ REF
  
```

- Original Routing : CGK-X/AUH-FRA-X/AUH-CGK
- Total Fare & Taxes : IDR 45,222,700
- Booking Class : D-Cls

Now, let's say guest has decide to rebook the trip into new date and new routing. FOR EXAMPLE, guest plan to travel on 20 Nov to DME and currently available RBD for departure and returning is C class. So he is going to travel still in Business.

| EXAMPLE OF NEW TICKET | |
|---------------------------|-------------------------|
| Name of pax | JOHN/SABRE MR |
| EY PNR | KUFYRW |
| Ticket no | TBA |
| Original routing | CGK-x/AUH-DME-x/AUH-CGK |
| Date of departure | 20-Nov-20 |
| Outbound RBD & Fare Basis | C CRTJK/JF |
| Date of returning | 30-Nov-20 |
| Inbound RBD & Fare Basis | C CRTJK/JS |

Now, ticket will be reissued with new Itinerary with new fare :

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VALIDATING CARRIER - EY
1 OCGK EY 475C 20NOV 1735 CRTJK/JF OK 20NOV2020NOV2040K
2 XAUH EY 65C 21NOV 0215 CRTJK/JF OK 21NOV2021NOV2040K
3 ODME EY2391C 30NOV 2300 CRTJK/JF OK 30NOV2030NOV2040K
4 XAUH EY 472C 01DEC 1115 CRTJK/JF OK 01DEC2001DEC2040K
  CGK

      BASE FARE                TAXES/FEES/CHARGES          TOTAL
      IDR40987000                15688500XT              IDR56675500
      XT      230000D5            42600ZR                 298000F6              342800RI
      114100UH                    14661000YQ
      JKT EY X/AUH EY MOW Q JKT MOW 7.00 1428.92 EY X/AUH EY JKT Q MOW JK
      T 7.00 1428.92 NUC 2871.84 END ROE 14271.8

NON ENDO/ REF
  
```

- New Routing : CGK-X/AUH-DME-X/AUH-CGK
- Total Fare & Taxes : IDR 56,675,500
- Booking Class : C-Cls

See below all the comparison between OLD FARE, NEW FARE & ADDITIONAL FARE :

| ORIGINAL FARE | | | NEW ROUTING | | | ADDITIONAL FARE | | |
|-------------------------|-----------------------|------|-------------------------|-----------------------|------|------------------|-----------------------|------|
| CGK-x/AUH-FRA-x/AUH-CGK | | | CGK-x/AUH-DME-x/AUH-CGK | | | - | | |
| SUBJECT | AMOUNT | CODE | SUBJECT | AMOUNT | CODE | SUBJECT | AMOUNT | CODE |
| OLD FARE | IDR 28,256,000 | - | NEW FARE | IDR 40,987,000 | - | Additional Fare | IDR 12,731,000 | - |
| Tax 1 | IDR 230,000 | D5 | Tax 1 | IDR 230,000 | D5 | Additional Tax 1 | IDR - | - |
| Tax 2 | IDR 42,600 | ZR | Tax 2 | IDR 42,600 | ZR | Additional Tax 2 | IDR - | - |
| Tax 3 | IDR 298,000 | F6 | Tax 3 | IDR 298,000 | F6 | Additional Tax 3 | IDR - | - |
| Tax 4 | IDR 168,700 | DE | Tax 4 | IDR - | - | Additional Tax 4 | IDR (168,700) | - |
| Tax 5 | IDR 569,400 | RA | Tax 5 | IDR - | - | Additional Tax 5 | IDR (569,400) | - |
| Tax 6 | IDR 997,000 | OY | Tax 6 | IDR - | - | Additional Tax 6 | IDR (997,000) | - |
| Tax 7 | IDR 14,661,000 | YQ | Tax 7 | IDR 14,661,000 | YQ | Additional Tax 7 | IDR - | - |
| Tax 8 | IDR - | - | Tax 8 (**) | IDR 342,800 | RI | Additional Tax 8 | IDR 342,800 | RI |
| Tax 9 | IDR - | - | Tax 9 (**) | IDR 114,100 | UH | Additional Tax 9 | IDR 114,100 | UH |
| TOTAL | IDR 45,222,700 | - | TOTAL | IDR 56,675,500 | - | TOTAL | IDR 11,452,800 | - |

Notes : (**) New Additional Taxes

ETIHAD BONUS CREDIT VALUE INFORMATION as per Etihad Trade Portal at www.etihadhub.com

| Etihad Credit Bonus Value | | |
|--|------------------------|---------------|
| Journey | Business & First (USD) | Economy (USD) |
| Flying within GCC, Middle East, Egypt & Indian Subcontinent. | \$100 | \$40 |
| Flying to and from North America & Australia | \$400 | \$100 |
| All other journeys | \$300 | \$60 |

Full information on Etihad Credit Bonus Value can be found on etihadhub.com



Now as per above table, then you know that Ticket starts from Indonesia are included on “**ALL OTHER JOURNEY**”, which meant, Guest will be entitled for Etihad Bonus Credit Value of **USD 300** as his original ticket is in BUSINESS.

Let’s say as per Currency Conversion in GDS as per **05 Jul 2020** when you are reissuing the ticket is USD 1 = IDR 15,630. Then USD 300 = IDR 4,689,000

Then.. How much the additional collection amount (ADC) which you need to collect from Guest?

| Total ADC | EY Bonus Credit Value | Total ADC GUEST to Pay |
|----------------|-----------------------|------------------------|
| IDR 11,452,800 | IDR 4,689,000 | IDR 6,763,800 |

Since the ADC is higher than the Bonus Credit value then you can reduce the ADC by the Bonus Credit value and collect the remainder of the ADC from the Guest which is → IDR 6,763,800

Now you will have to you will have to continue to next step :

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VALIDATING CARRIER - EY
1 OCGK EY 475C 20NOV 1735 CRTJK/JF OK 20NOV2020NOV2040K
2 XAUH EY 65C 21NOV 0215 CRTJK/JF OK 21NOV2021NOV2040K
3 ODME EY2391C 30NOV 2300 CRTJK/JF OK 30NOV2030NOV2040K
4 XAUH EY 472C 01DEC 1115 CRTJK/JF OK 01DEC2001DEC2040K
   CGK

      BASE FARE      EQUIV AMT      TAXES/FEES/CHARGES      TOTAL
      IDR40987000      IDR      456900XT
PDXT      230000D5      42600ZR      298000F6      168700DE
      569400RA      997000OY      14661000YQ
      XT      342800RI      114100UH
JKT EY X/AUH EY MOW Q JKT MOW 7.00 1428.92 EY X/AUH EY JKT Q MOW JK
T 7.00 1428.92 NUC 2871.84 END ROE 14271.8

NON ENDO/REF/COVID19-EXCHANGE WITH BONUS CREDIT EY471/02OCT
  
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1) Modify fare and taxes for reissuance :

**W#I2#Y*EIDR/IDR40987000/PD230000D5/PD42600ZR/PD298000F6/PD168700DE/PD56940
ORA/PD997000OY/PD14661000YQ/342800RI/114100UH**

**** (ALL OLD TAXES ARE PAID, however there are NEW TAXES to be PAID in the new ticket which are "RI" & "UH") ****

2) Modify Endorsement Box :

W#I2#EO/NON ENDO/REF/COVID19-EXCHANGE WITH BONUS CREDIT EY471/02OCT

ENDO BOX → COVID19-EXCHANGE WITH BONUS CREDIT EYXXX/XXX (You have to mention the flight number and date which was originally canceled due to COVID. For example EY471/02OCT)

3) Ticketing entry WITH ADC for reissuance :

**W#PQ2N1.1#ET607XXXXXXXXXX/1234//24APR20JKT/15300165#FA/CXXAGT/IDR6306900*E
FAGT#AEY**

**** (In this case, you can Input the ADC fare by deducting ADC guest to Pay with ADC Taxes) ****

| Total ADC GUEST to Pay | | Total ADC Taxes | | Total ADC in Fare Column | |
|---|-----------|-----------------|---------|--------------------------|------------------|
| IDR | 6,763,800 | IDR | 456,900 | IDR | 6,306,900 |
| **ADC Taxes ➔ IDR 342,800 RI IDR 114,100 UH | | | | | |

I still have questions about ETIHAD CREDIT. Where can I find some Frequently Asked Questions?

The latest one is here :

<https://www.etihadhub.com/content/dam/eag/etihadairways/agents/documents/etihad-credit-v5.pdf>

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