


Air Extras Pre-Paid Seats

INTRODUCTION

Air Extras gives you an end-to-end solution to shop, book, fulfill and manage an airline's ancillary services. As a *Sabre Connected*SM agent you can reserve and purchase participating carriers' pre-paid seats within your standard workflow.

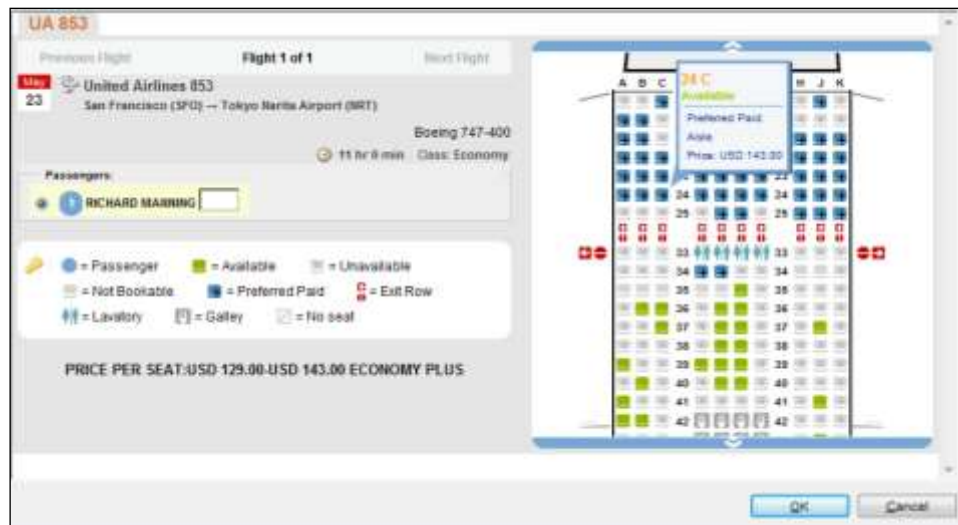
FEATURES

For carriers offering *Air Extras* pre-paid seats in the *Sabre* system, you can:

- Reserve and purchase pre-paid seats
- View seat fees on seat map
 - A banner and legend indicate the fee for available pre-paid seats
 -  Indicates an available *Air Extras* pre-paid seats
 - Embedded messages also provide specific fee information when multiple fees apply
- Receive confirmation of pre-paid seat as notated by a **P** indicator in the *B Field of the PNR
- View selected *Air Extras* pre-paid seat and status in the AE field of the PNR
- Purchase pre-paid seats with a single EMD format
 - Supports payment whether processed by ARC/BSP or by carrier
- View confirmed pre-paid seat purchase in AE field of the PNR

BOOKING PROCESS

1. Display Graphical Seat Map
 - the seat map banner displays *Air Extras* pre-paid seat fees
 - Some carriers indicate *Air Extras* seats as Paid while others may indicate as Premium Paid
2. Click the specific seat and then click OK.



3. You receive an advisement message to remind you that **PAYMENT REQUIRED OR SEAT IS SUBJECT TO CANCELLATION BY CARRIER**



You may also view pre-paid seats and fee banner in a Classic seat map.

To request a specific seat:
 4G(segment number)/(seat number)
4G1/24C

```

AUTH-          744
0 - SFO 1 - NRT
NO SMOKING-SFONRT
PRICE PER SEAT:USD 129.00-USD 143.00 ECONOMY PLUS
  A  B  C  D  E  F  G  H  J  K
W19 .  .  QP /  /  QP .  .  .  .  19W
W20 QP QP .  .  QP QP .  .  .  .  20W
W21 QP QP .  .  QP QP QP QP QP QP 21W
W22 QP QP QP QP QP QP QP QP QP QP 22W
W23 QP QP QP QP QP QP QP QP QP QP 23W
W24 QP QP QP QP QP QP QP QP QP QP 24W
W25 .  .  .  .  QP QP .  .  QP QP 25W
      DOR DOR DOR      DOR DOR DOR DOR      DOR DOR
W33X /  /  .  .  .  .  .  .  .  .  X33W
AVAIL NO SMK: *      BLOCK : /  LEAST PREF: U  BULKHEAD: BHD
AVAIL SMKING: -      PREMIUM: O  UPPER DECK: J  EXIT ROW:  X
SEAT TAKEN: .  WING: W  PAID: P  LAVATORY: LAV GALLEY: GAL BED: S
PREF ACCESS LAV: PAL  DOOR: DOR  SCREEN: SCR  CLOSET: CLS
PREF ACCESS: H  BASSINET: B  LEGROOM: L  UMR: M  REARFACE: @#
  
```

4. Display seat information in the PNR

***B**

- **P** indicates a paid seat

```

*B<<
SEATS/BOARDING PASS
1 UA 853Y 23MAY SFONRT NN 24C      P 1.1 MANNING/RICHARD
  
```

5. Display AE field in the PNR

***AE**

- Your response includes the fee and status of pre-paid seat

```

*AE<<
ANCILLARY SERVICES
1.ECONOMY PLUS                      1.1 MANNING/RICHARD
STATUS - H1/REQUESTED
AMOUNT - 143.00USD
TOTAL - 143.00USD
FLIGHT - UA0853Y23MAYSFONRT
DOC/CF -                            CPN -
  
```

Once the carrier confirms the seat, the status changes to **HD1/PAYMENT REQUIRED**, indicating you **must issue payment**

```

*AE<<
ANCILLARY SERVICES
1.ECONOMY PLUS                      1.1 MANNING/RICHARD
STATUS - HD1/PAYMENT REQUIRED
AMOUNT - 143.00USD
TOTAL - 143.00USD
FLIGHT - UA0853Y23MAYSFONRT
DOC/CF -                            CPN -
  
```

6. Display AES field to view **PURCHASE BY** Date/Time
***AES**

Note: You must issue payment before the **PURCHASE BY** to avoid cancellation by carrier. Some carriers may display this information differently; see the specific airline's "TTL" page in the *Format Finder*SM help system (for example, use "American Airlines TTL" as your Search).

```
*AES<<
ANCILLARY SERVICES
1.ECONOMY PLUS
GROUP - SA
RFIC - A
EMD TYPE - 4
ETKT -
REFUND - N
SEAT PDC - 24C
TRAVEL DATE - 23MAY14 TO 24MAY14
PURCHASE BY - 08APR14/2359
1.1 MANNING/RICHARD
SSR - SEAT
RFISC - 0B5
WAIVE -
CPN -
COMMISSION - N
GUARANTEED -
TKT - N
```

The *AES response also includes EMD type, which indicates who process the **settlement** of the EMD.

- Type 2 indicates settlement processed by ARC/BSP
- Type 4 indicates settlement processed by carrier

You must issue the EMD regardless of the EMD type. The type indicates processing of the **EMD settlement only**, not the issuance of the EMD.

Important Note: Some carriers may return an ADMD message that provides a specified time limit (carrier's local time) for an *Air Extras* you have sold, for example an LY seat. This time limit may be different than the time limit in the *AES field.

- You must issue payment for the *Air Extras* before the date and time shown in the ADMD message.
 - The carrier sends a cancel message to the *Sabre* system when you do **not** fulfill the *Air Extras* before the time limit expires.

The ADMD message displays in the **AA Facts** area of the PNR. Enter ***P4** to display the message.

```
*P4<<
AA FACTS
1.SSR ADMD 1S KK1 TOLYBY22APR1652 1.1 SMITH/MARIE
OTHERWISEWILLBECANCELLED
```

Translation of message: You must fulfill the *Air Extras* (issue EMD-A) TO LY BY 22APR before 1652 (24 hour time) otherwise the carrier will cancel the *Air Extras*.

7. You must issue the air ticket first.

- After ticketing, you receive a message advising *Air Extras* items exist

```
W#
OK 3095.20 123456
ETR MESSAGE PROCESSED
AE ITEMS EXISTS - USE W#EMD ENTRY TO FULFILL
```

8. Issue payment for *Air Extras* pre-paid seat (Issue EMD)

```
W#EMD*AE(AE item number)
W#EMD*AE1
OK 143.00
AIR EXTRAS FULFILLED
```

Note: You must issue payment for *Air Extras* pre-paid seats before the **PURCHASE BY** date and time shown in the *AES.

- If you do **not** issue payment by the **PURCHASE BY** time, the carrier may cancel the seat in their system and may or may **not** send this seat cancel message to the *Sabre* system PNR. If the carrier **does send** a seat cancel message:
 - The PNR drops on Queue 25
 - The *A does not display HRS in the itinerary segment
 - The *B will have a UN for the requested seat
- When you enter the W#EMD*AE(AE item number) format, you receive the error response of VERIFY SELECTED AE ITEMS – PAST TIME LIMIT
- At this point, you **must cancel** the previously booked pre-paid seat in the PNR, request a **new** *Air Extras* pre-paid seat and pay for it by the **PURCHASE BY** date and time

9. Display AE field in the PNR

***AE**

- Status displays as **H11/FULFILLED**
- Confirmation or EMD number displays

```
*AE<<
ANCILLARY SERVICES
1.ECONOMY PLUS
STATUS - H11/FULFILLED
AMOUNT - 143.00USD
TOTAL - 143.00USD
FLIGHT - UA0853Y23MAYSFONRT
DOC/CF - 0548739103245
1.1 MANNING/RICHARD
CPN - 01
```

(optional) Display AES field

*AES

- Air ticket number displays

```

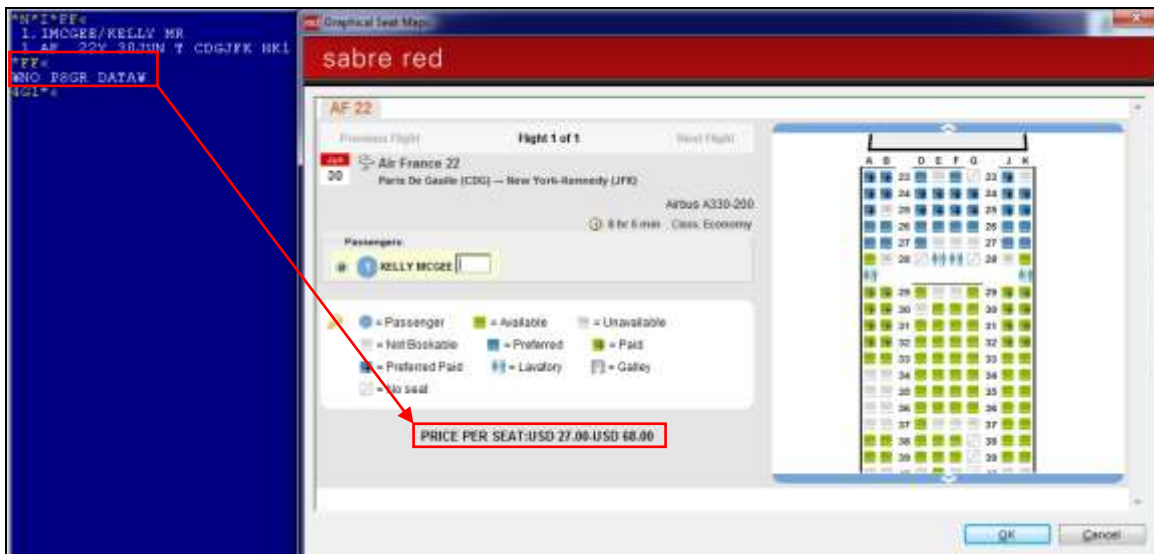
*AES<<
ANCILLARY SERVICES
1.ECONOMY PLUS
GROUP - SA
RFIC - A
EMD TYPE - 4
ETKT - 0374895871234
REFUND - N
SEAT PDC - 24C
TRAVEL DATE - 23MAY14 TO 24MAY14 GUARANTEED - Y
PURCHASE BY - 08APR14/2359 TKT - N
1.1 MANNING/RICHARD
SSR - SEAT
RFISC - 0B5
WAIVE -
CPN - 01
COMMISSION - N

```

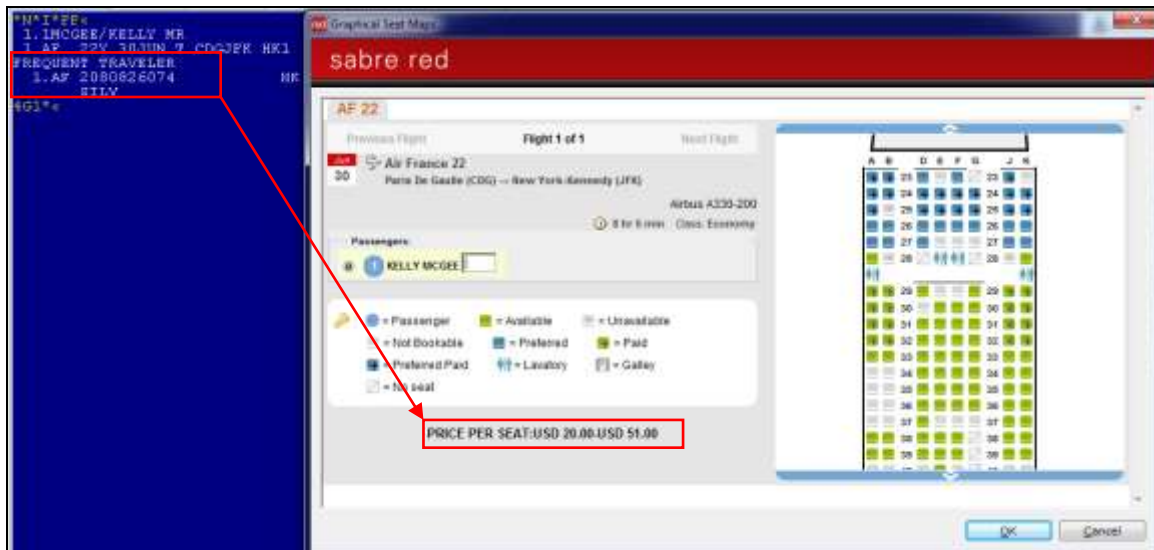
FREQUENT FLYER TIER PRICING

Some carriers offer discount pricing which is based on the passenger's frequent flyer tier level. In this case, the process is the same however; the screen may look a bit different.

Passengers **without** frequent flyer number – the screen displays regular seat fees:



Passengers **with** frequent flyer number – the screen displays seat fees based on frequent flyer tier level:



BEST PRACTICES

Check automated processes

- Ensure scripts and robotic applications used to process fulfillment for air tickets are expanded to include processing fulfillment for paid seats.
- Ensure any robotic application recognizes a paid seat and does **not** book one if the process to complete seat payment is not in place.

Establish agent workflow processes to ensure payment for *Air Extras* pre-paid seats

- Agent **must** issue electronic air ticket first
- Agent must be aware of the **PURCHASE BY date/time** in the *AES field of the PNR
 - AE item status code **must** be **HD1/PAYMENT REQUIRED**
- Agent **must issue payment** using the EMD entry: W#EMD*AE(AE item number)

Consider **all** booking sources so they are aware of process to minimize risk that a traveler does not receive an *Air Extras* pre-paid seat, including:

- Travel counselors
- Online booking tools
- Branch locations
- Others

Establish mid-office / quality control processes

- Utilize Quality Control and Ticketing to automate EMD issuance

Establish Back-office processes

- Purchases where ARC/BSP process settlement (EMD type 2):
 - Produces a reportable document to ARC/BSP from the W#EMD*AE(AE item number) entry
 - Automatically updates PNR with an accounting line
- Purchases where carrier process the settlement (EMD type 4)
 - Does not produce a reportable document from the W#EMD*AE(AE item number) entry
 - You must add a manual accounting line, for example. AC*SUP, if you desire an invoice

ADDITIONAL REFERENCES

Additional quick references and interactive tutorials are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu. You may also find additional information in the *Format Finder*SM help system. Use these keyword combinations or formats in your Search request:

Prepaid Seats