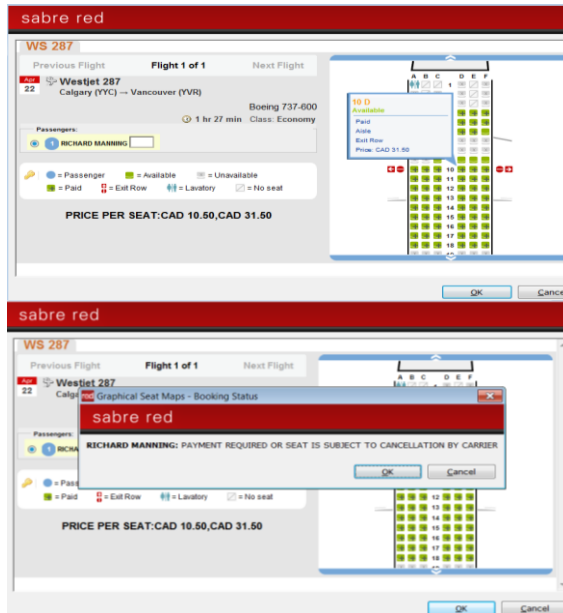


Booking and Purchasing WestJet Seats in Sabre



BOOKING PROCESS

- View available Paid seats via standard 4G entry; e.g., **4G1***
- A banner is displayed providing Paid seat fee information
- Embedded messages in the Graphical Seat Map show individual seat fees
- Seats are selected / booked by **clicking on the desired seat and then clicking OK**
- Advisement message will remind you that **PAYMENT REQUIRED OR SEAT IS SUBJECT TO CANCELLATION BY CARRIER**
- Be aware of the **PURCHASE BY** date/time in the *AES



- *B will include a P indicating seat is a paid seat
 - 1 WS 287M 22APR YYCYVR KK 10D NA¥RS P 1.1 MANNING/RICHARD
- Ensure Air Ticket has been issued
- Once status code is updated to HD1/PAYMENT REQUIRED, as noted in the AE Field (*AE Format) the EMD can be issued for payment of the seat
- Separate entry to drive payment of a WestJet paid seat
 - If using credit card stored in PNR, enter **W¥EMD*AE_n** (where **n** is the Air Extra item number)
 - A different credit card may be used for the paid seat. If using a different credit card for payment of paid seat, enter **W¥EMD*AE_n¥F*VI4444333322221111/1216** (where **n** is the Air Extra item number to fulfill as noted in the AE Field (*AE Format)

REQUIRED PRACTICES

- Processes must be in place to ensure payment for *Air Extras* paid seats
 - e/Ticket must be issued
 - AE item status code must be HD1/PAYMENT REQUIRED
 - Be aware of PURCHASE BY date/time in the *AES Field of the PNR. If you do **not** issue payment by PURCHASE BY time, WestJet may cancel the seat in their system
- Utilize Quality Control and Ticketing to automate EMD issuance
- Consider all booking sources so they are aware of process to minimize risk that a WestJet traveler does not receive the paid seat they desire, including:
 - Travel counselors, online booking tools, branch locations, others
- Purchases via EMD-A – create an automated accounting line and reportable document
- **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 the seat payment isn't in place**