Air Extras – Sell

Quick Reference

OVERVIEW

Ancillary services, also known as optional services or *Air Extras* (AE), are supplementary services that the carrier offers the customer; common examples include unaccompanied minors, transportation of pets in the cargo hold, pre-reserved/premium seats, and checked baggage fees. The carrier files these services via Airline Tariff Publishing Company (ATPCO). The system enters these services into the reservation and communicates their booking to the carrier via Special Service Requests (SSRs).

DISPLAY PRICE WITH APPLICABLE AIR EXTRAS

You sell *Air Extras* from the pricing response.

Return all applicable fares and pricing information, along with applicable *Air Extras* and fee information.

- You may only book *Air Extras* that contain a line number in the first column

- If you enter the pricing request (WP) without requesting *Air Extras*, you receive the following message, provided *Air Extras* are available:

  `AIR EXTRAS AVAILABLE – SEE WP*AE`

- You **cannot** book/sell a pre reserved seat from the pricing response. If you attempt this, you receive the following message: `INFORMATION ONLY – USE SEAT MAP TO BOOK/SELL`

WPAE

```
20MAY DEPARTURE DATE-----LAST DAY TO PURCHASE 07MAY/2359
       BASE FARE                 TAXES          TOTAL
 2-  NZD1750.00                 135.30XT  NZD1885.30ADT
     XT     20.00YR     11.00IA     28.00KK     43.40US
            7.40YC      9.40XY      6.70XA      3.40AY
            6.00XF
          3500.00                 270.60       3770.60TTL
ADT-02  VAM1Y30 WAM1Y30
 AKL NZ LAX671.80VAM1Y30 NZ AKL620.12WAM1Y30 NUC1291.92
 END ROE1.354566 XFLAX4.5
NONREF/NONEND/DATE CHANGES/PERMITTED/REROUTE NZD200
VALIDATING CARRIER - NZ

FORM OF PAYMENT FEES PER TICKET MAY APPLY
ADT      DESCRIPTION                     FEE
 OBFCA - ANY CC                        10.00
AIR EXTRAS
BG-BAGGAGE                         CXR SEG/CPA     FEE
1   ADT-SMALL SPORTING EQUIPMENT   NZ  1-AKLSYD  25.00 N
2   ADT-SMALL SPORTING EQUIPMENT   NZ  2-SYDAKL  25.00 N

GT-GROUND TRANSPORTATION           CXR SEG/CPA     FEE
3   ADT-ELECTRIC CART              NZ  1-AKLSYD   0.00 /
4   ADT-ELECTRIC CART              NZ  2-SYDAKL   0.00 /

IE-IN-FLIGHT ENTERTAINMENT         CXR SEG/CPA     FEE
5   ADT-FUN PACK                   NZ  1-AKLSYD   0.00 /
6   ADT-INTERNET ACCESS            NZ  1-AKLSYD  35.00 N
7   ADT-FUN PACK                   NZ  2-SYDAKL   0.00 /
8   ADT-INTERNET ACCESS            NZ  2-SYDAKL  35.00 N

N SERVICE IS NONREFUNDABLE
/ FEE APPLIES FOR EACH SELECTED ITEM
NO AIR EXTRAS FOUND FOR PT/SA/SB
```
(partial display)

Redisplay *Air Extras*

WP*AE

```
AIR EXTRAS
BG-BAGGAGE                         CXR SEG/CPA     FEE
1   ADT-SMALL SPORTING EQUIPMENT   NZ  1-AKLSYD  25.00 N
2   ADT-SMALL SPORTING EQUIPMENT   NZ  2-SYDAKL  25.00 N

GT-GROUND TRANSPORTATION           CXR SEG/CPA     FEE
3   ADT-ELECTRIC CART              NZ  1-AKLSYD   0.00 /
4   ADT-ELECTRIC CART              NZ  2-SYDAKL   0.00 /

IE-IN-FLIGHT ENTERTAINMENT         CXR SEG/CPA     FEE
5   ADT-FUN PACK                   NZ  1-AKLSYD   0.00 /
6   ADT-INTERNET ACCESS            NZ  1-AKLSYD  35.00 N
7   ADT-FUN PACK                   NZ  2-SYDAKL   0.00 /
8   ADT-INTERNET ACCESS            NZ  2-SYDAKL  35.00 N

N SERVICE IS NONREFUNDABLE
/ FEE APPLIES FOR EACH SELECTED ITEM
X FEE APPLIES TO THE ENTIRE UNIT OF TRAVEL
NO AIR EXTRAS FOUND FOR PT/SA/SB
```
(partial display)

SELL AIR EXTRAS   FORMAT

The system assumes the number of items to sell to be **per passenger** in the PNR, unless you name select.

- When you do **not** add name select, the system bases the number of items it adds to the PNR on the number of items in the entry, along with the number of passengers in the name field/itinerary.
- When you **do** add name select, the system bases the number of items it adds to the PNR on the number of items **and** the number of names in the entry.

Sell *Air Extras* for **all** passengers	AE¥(number of items to sell)A(*Air Extras* item number) **AE¥1A1**
Sell multiple, different *Air Extras* (for example, checked bag, digital movie player and dinner) for **all** passengers	AE¥(number of items to sell)A(*Air Extras* item number),(*Air Extras* item number),(*Air Extras* item number) **AE¥1A1,3,4**
Sell multiple, different *Air Extras* using name select **Note**: Use (,) to indicate non sequential items and (–) to indicate a range of items:	AE¥(number of items to sell))A(*Air Extras* item numbers)¥N(name number) **AE¥1A1,4-6¥N1.1**
Sell *Air Extras* for multiple passengers, using name select **Note:** The system creates a separate item in the PNR for each name.	AE¥(number of items to sell)A(*Air Extras* item number)¥N(name number),(name number) **AE¥1A3¥N1.1,2.1**

Sell *Air Extras* for multiple passenger types **(requires separate entries)**

- Passenger 1.1 is an ADT
  Passenger 1.2 is an 11 year old child (C11)

WP*AE response:

Sell second bag (adult):
AE¥(number of items to sell)A(*Air Extras* item number)¥N(name number)
AE¥1A2¥N1.1

```
AIR EXTRAS
BG-BAGGAGE              CXR  SEG/CPA         FEE
1 ADT-FIRST CHECKED BAG    NZ  1-AKLLAX        0.00
2 ADT-SECOND CHECKED BAG   NZ  1-AKLLAX       15.00 X
3 CNN-FIRST CHECKED BAG    NZ  1-AKLLAX        0.00
4 CNN-SECOND CHECKED BAG   NZ  1-AKLLAX       15.00 X

X FEE APPLIES TO THE ENTIRE UNIT OF TRAVEL
```

Sell second bag (child):
AE¥(number of items to sell)A(*Air Extras* item number)¥N(name number)
AE¥1A4¥N1.2

Segment select

You do **not** segment select with *Air Extras* because each *Air Extras*' line number is associated/related to a specific itinerary segment.

```
AIR EXTRAS
BG-BAGGAGE                  CXR  SEG/CPA         FEE
1 ADT-FIRST CHECKED BAG        NZ   1-AKLLAX       0.00
2 ADT-SECOND CHECKED BAG       NZ   1-AKLLAX      15.00 X
3 CNN-FIRST CHECKED BAG        NZ   2-LAXAKL       0.00
4 CNN- SECOND CHECKED BAG      NZ   2-LAXAKL      15.00 X

IE-IN-FLIGHT ENTERTAINMENT     CXR  SEG/CPA         FEE
5 ADT-IN FLIGHT ENTERTAINMENT  NZ   1-AKLLAX      16.70
6 ADT-IN FLIGHT ENTERTAINMENT  NZ   2-LAXAKL      16.70
```

Air Extras **lines 1 and 2** are associated to itinerary segment 1 (AKLLAX)

Air Extras **line 6** is associated to itinerary segment 2 (LAXAKL)

Sold segments are stored in the *Air Extras* (AE) field in the PNR, and in PNR history. You can display data in the AE field at anytime. When the system adds an AE field to the PNR, and if any AE data exist, the banner displays indicating that *Air Extras* exists.

Display PNR

*A

```
1.2MATHESON/PETER MR/CHASE MASTER
 1 NZ 6V 20MAY 5 AKLLAX HK2 1915 1230  /DCNZ*ELD4PH /E
 2 NZ 1W 28MAY 6 LAXAKL HK2 2130 0530 30MAY 1/DCNZ*ELD4PH /E
TKT/TIME LIMIT
  1.TAW/
PHONES
  1.AKL682-605-1108-A
ANCILLARY EXISTS *AE TO DISPLAY
PRICE QUOTE RECORD EXISTS
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
REMARKS
  1.-CHECK
RECEIVED FROM - PETE
31D1.31D1*AKP 0946/06MAY11 EZFFJU H
```

*AE items in PNR

*AE

```
ANCILLARY SERVICES
  1.SECOND CHECKED BAG          1.1 MATHESON/PETER MR
    STATUS - HN1/REQUESTED
    AMOUNT - 20.00NZD
    TOTAL  - 20.00NZD
    FLIGHT - NZ0006V20MAYAKLLAX
    DOC/CF -                     CPN -
  2.SECOND CHECKED BAG          1.2 MATHESON/CHASE MASTER
    STATUS - HN1/REQUESTED
    AMOUNT - 20.00NZD
    TOTAL  - 20.00NZD
    FLIGHT - NZ0006V20MAYAKLLAX
    DOC/CF -                     CPN -
  3.SECOND CHECKED BAG          1.1 MATHESON/PETER MR
    STATUS - HN1/REQUESTED
    AMOUNT - 20.00NZD
    TOTAL  - 20.00NZD
    FLIGHT - NZ0001W28MAYLAXAKL
    DOC/CF -                     CPN - ‡
4.SECOND CHECKED BAG            1.2 MATHESON/CHASE MASTER
    STATUS - HN1/REQUESTED
    AMOUNT - 20.00NZD
    TOTAL  - 20.00NZD
    FLIGHT - NZ0001W28MAYLAXAKL
    DOC/CF -                     CPN -
  5.VIDEO GAMES                 1.2 MATHESON/CHASE MASTER
    STATUS - HN1/REQUESTED
    AMOUNT - 25.00NZD
    TOTAL  - 25.00NZD
    FLIGHT - NZ0006V20MAYAKLLAX
    DOC/CF -                     CPN -
```
                               (partial display)

Status codes:

- HN – Holding Need
- HD – Holding confirmed; pending payment, **EMD required**
- HK – Holding confirmed; **no EMD required**
- HI – Holding confirmed; **EMD issued** (you can only issue the EMD if you have already issued the ticket)

Reply/advice codes:

- UN – Unable – special service not provided
- UC – Unable to confirm/unable to waitlist
- KD – Service confirmed **subject to receipt of EMD** issue or reissue
- KK – Confirmed **no EMD required**
- NO – No Action taken, plus free text
- HX – Have cancelled
- SD – Schedule change/rebooking. EMD already issued. Document number must be included in an SSR.

Action codes:

- NN – Service requested
- HS – EMD issued for confirmed service (use only following KD)
- XX – Service cancelled

AIR EXTRAS SECONDARY DISPLAY

A secondary display gives you additional AE field details including: group code, associated electronic ticket number, whether the fee is non-refundable, whether the fee is commissionable, travel dates and any purchase by date.

Display AE secondary details

Note: You may also add a name select qualifier:

*AES-(name item number)

*AES-1.1

*AES

```
ANCILLARY SERVICES
 1.ELECTRIC CART                      1.1 MATHESON/PETER MR
   GROUP   - GT                 SSR -
   RFIC    - B                  RFISC - 0AB
   EMD TYPE - 2                 WAIVE -
   ETKT    -                    CPN
   REFUND  - Y                  COMMISSION -
   TRAVEL DATE - 11MAR11 TO 31DEC99 GUARANTEED -
   PURCHASE BY - 06MAY11/0000   TKT - N
```

AIR EXTRAS DISPLAY TAXES

When an AE item has more than three taxes, the system places a banner in the tax section of the primary display (*AE) indicating that taxes exist. The entry to display taxes is *AET.

Primary display – banner indicates that taxes exist:

```
*AE«
ANCILLARY SERVICES
 4 SMALL PET IN HOLD               1.1 MATHESON/PETER MR
   STATUS - HN1/REQUESTED
   AMOUNT - 45.00USD * SEE *AET TO VIEW TAXES *
   TOTAL  - 61.50USD
   FLIGHT - NZ0008W19AUGAKLSFO
   DOC/CF -                       CPN -
```

Display AE taxes

Note: You may also add a name select qualifier:

*AET-(name item number)

*AET-1.1

*AET

```
ANCILLARY SERVICE
 4. SMALL PET IN HOLD              1.1 MATHESON/PETER MR
   AMOUNT – 2.00US 1.50US2 6.50XT 3.00US3 3.50XF
```

ADDITIONAL AIR EXTRAS DISPLAYS

Use the formats below to display additional Air Extras information.

Display ticketing information

Note: When an AE item is associated to multiple segments (portion of travel), there will be multiple electronic tickets and/or EMDs associated to that AE. In this case – the EMD/tickets are not included on the primary or secondary display. The system displays a banner to indicate that the ticket info exists: *** SEE *AETKT TO VIEW TKT INFO**

*AETKT«

```
ANCILLARY SERVICES
 1.ELECTRIC CART                    1.1 MATHESON/PETER MR
   NZ500Y19AUGCHCAKL
   DOC/CF -                       CPN -
   ETKT   -                       CPN -
   NZ703Y19AUGAKLSYD
   DOC/CF -                       CPN -
   ETKT   -                       CPN -
```

Display *Air Extras* history

*HAE«

```
ANCILLARY SERVICES
HISTORY
AAX  INTERNET ACCESS/HN1/35.00NZD/35.00NZD/PTC-ADT/GROUP-IE /VE
     N-MMGR/SJC-S/OWN-NZ /APPIND-3/RFIC-G/RFISC-0CL/EMD TYPE-2/
     REFUND-N/COMMISSION- /TRAVEL DATE 21FEB11 TO 31DEC99/PURCH
     ASE BY 26JUL11 0000/NZ0703Y19AUGAKLSYD-MATHESON/CHASE MAST
     ER
R-   PETER
31D1 31D1*AKP 1312/06MAY11
```

SEARCH PNRS BY AIR EXTRAS

You may search for PNRs that include *Air Extras* using various qualifiers.

Search by month, departure city and name	*AE¥-/(3-character month)/(departure city)-(passenger last name) ***AE¥-/NOV/DAL-WILSON**
Search by flight, date and group code	*AE¥-(carrier)(flight number)/(departure date)/-G(group code) ***AE¥-DL123/29MAR/-GML**
Search for unfulfilled AE's on specific date	*AE¥-/(date)/-U ***AE¥-/29SEP/-U**

CANCEL AIR EXTRAS

Cancel a single *Air Extras*	AE¥X(*Air Extras* item number) **AE¥X1**
Cancel multiple *Air Extras*	AE¥X(*Air Extras* item number),(*Air Extras* item number) **AE¥X1,3**
Cancel **all** *Air Extras* in the PNR	**AE¥XALL**
Note:, Partial cancellation of an *Air Extras* item (for a portion of travel), is **not** permitted. Segment select may not apply.	
Cancel **all** *Air Extras* for a specific segment	AE¥XALL¥S(segment number) **AE¥XALL¥S2**

ADDITIONAL HELP AND REFERENCES

Additional quick references and interactive tutorials are available on the Web at http://eservices.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:

- Sell *Air Extras*