Hints and Tips

- **Login**: PCC/OFFICE ID should be always in **CAPITAL LETTERS**
- **Commission**: Always check the **commission** field before ticket issuance for all TSTs (Transitional Stored Ticket)
- **Queues 4 and 5**: are considered as “change of ownership” queues. (From a Non-IATA to an IATA agency for ticketing purposes.)
  - Once a PNR is placed in these queues, the PNR “creator” will have the fares masked.

- **Left Sidebar** – Left sidebar on the home screen, by selecting each menu item will add the field to the center of the home screen. By selecting it again will remove the field from the center of the home screen.
- **Traveler information** – Not all of these fields are required. You can click on the info that needs to be amended, this will be highlighted with light grey color and then you can select the pencil above which is for editing reasons. Note1: Passenger’s first name filed is prior to last name.
  - Note2: In order to specify a PAX as a child, while entering Traveler information, always select as PTC CHD and not CNN (2-11 years)
- **FFN** – In order to add a frequent flyer member card enter an Aegean miles card and add A3 to the **AIRLINE** field. **Add FFN information ONLY in English characters.**
- **Payment** – Credit card details including Credit card number, Expiry date, Card holders name (not obligatory as per system) Note: **CVV must be added in the security field at Optional Selection Forms of Payment screen before the Issue Documents action.** The CVV field should be entered **only after the “Issue Documents” step.** Please note that in order to change the form of payment to cash you need to click on the blue/green darts

**Forms of Payment**

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<thead>
<tr>
<th>Company</th>
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<tbody>
<tr>
<td>Number</td>
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<tr>
<td>Expires</td>
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<tr>
<td>Security Approval</td>
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<tr>
<td>First Name</td>
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<tr>
<td>Last Name</td>
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- **Direct Sell/ Quick Traveler(s)** – If the passenger profile has been added by using Quick Profile, this will simplify the Direct Sell procedure considerably as only the flight information will be needed and all other information is contained in the Profile
- **Void/Refund** – Be careful to void/refund the correct e-ticket as it cannot be **reinstated** afterwards. **Before VOID action, always check if the coupon status is checked-in.**
- **Refund calculation window** – If the Fare is Refundable, this should stay at 0.00; for a partial refund, enter the amount that has already been consumed. For non-refundable, enter the full ticket amount. Note 1: When entering an amount pay attention entering the full amount with decimal. For example 10.00 and not 10 as the system will calculate 0.10 instead. Note 2: If there is no penalty to be collected (based always on the respective fares rules information), the field needs to be updated with 0.00 values as it is a mandatory field and cannot be left empty.
- **Rebooking** – Same as above, **if there is no applicable** penalty, then 0 (zero) amount must be added.
- **No show** – **No show fee must be added manually as tax code DV.** Tax code must be added in the pricing mask (stored fare) and not on the exchange screen.
- **Reissue** – Reissue with residual value is not allowed. Error message is: EXCHANGE WITH REF NOT ACTIVATED. Please advise PAX to contact OA.

- **Start New Reservation** – Select the **“Start New Reservation”** icon in the top navigation bar, to close PNR and start a new booking. Note: As there is no Ignore button this is the way to move on to a new search or create a new booking.
- **Cancel Itinerary** – After a RLOC has been cancelled from trashcan, it can still be retrieved either by RLOC or by using Advanced Search criteria. In this case Add Air field will not be visible anymore and new segment cannot be booked. Furthermore the Direct sell icon is still there but when a new segment is requested the system replies with an error response “RLOC is cancelled”
- **Old browser versions may not be supported.**