

SABRE CLUE CARD (EMD-A)

AVIH PET



This document covers the process of booking an animal travelling in the hold and how to issue the EMD-A for the cost associated. For further details please refer to the EMD-A Travel Agent Guide on Virgin Australia's Agency Hub or contact:
Sabre Helpdesk – 1300 300 033
Virgin Australia Industry Support – 13 67 37

Before booking a pet, please ensure the breed of the pet is not on the list of breeds prohibited to travel.

BUILD THE PNR

Book your itinerary and price. End and redisplay the PNR.

Add AVIH SSR into the booking:

Enter **3AVIH-(DOG OR CAT) (WEIGHT KG)-name select**

- **3AVIH/SMALL DOG 5KG-1.1**

```
FGMMTS
1.1TELLER/JAX MR
1 VA 950Q 20AUG 7 BNESYD HK1 1305 1440 /DCVA*FUOQIQ /E
TKT/TIME LIMIT
1.T-10MAR-1UG9*AAN
PHONES
1.BNE/
INVOICED
PRICE QUOTE RECORD EXISTS
GENERAL FACTS
2.SSR AVIH VA NN1 BNESYD0950Q20AUG/SMALL DOG 5KG
```

End and Redisplay the Booking

- Enter **ER**

Ensure the AVIH is confirmed

- If the AVIH is confirmed the status of the SSR will change from NN status to a KK

```
FGMMTS
1.1TELLER/JAX MR
1 VA 950Q 20AUG 7 BNESYD HK1 1305 1440 /DCVA*FUOQIQ /E
TKT/TIME LIMIT
1.T-10MAR-1UG9*AAN
PHONES
1.BNE/
INVOICED
PRICE QUOTE RECORD EXISTS
AA FACTS
1.SSR AVIH VA KK1 BNESYD0950Q20AUG.SMALL DOG 5KG
```

SELL ANCILLARY INTO THE BOOKING:

Enter **WPAE** and search for the pet ancillary

PT-PETS	CXR	SEG/CPA	FEE
78 ADT-PET IN HOLD LARGE 21 TO 30 KG VA	1-BNESYD	135.00 X	
79 ADT-PET IN HOLD XLRG 31 TO 65KG VA	1-BNESYD	165.00 X	
80 ADT-PET IN HOLD SMALL 0 TO 10 KGS VA	1-BNESYD	85.00 X	
81 ADT-PET IN HOLD MEDIUM 11 TO 20 KG VA	1-BNESYD	105.00 X	
82 ADT-PET IN HOLD	1-BNESYD	27.50 X	

Enter **AE#1A**(Air Extras Line Number)

- Enter **AE#1A80**

```
AE#1A80<<
ANCILLARY SERVICES
1.PET IN HOLD SMALL 0 TO 10 KGS 1.1 TELLER/JAX MR
STATUS - HD1//PAYMENT REQUIRED
AMOUNT - 77.27AUD 7.73UOA
TOTAL - 85.00AUD
FLIGHT - VA0950Q20AUGBNESYD
DOC/CF - CPN -
```

Add Guest's Email address into the booking:

Enter **3CTCE1/GUESTEMAILADDRESS-1.1**

Example:

- Enter **3CTCE1/CLIFFORD.RED//VIRGINAUSTRALIA.COM-1.1**

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(use // instead of @ use .. instead of _)

```
FCMMTS
1.1TELLER/JAX MR
1 VA 950Q 20AUG 7 BNESYD HK1 1305 1440 /DCVA*FUOQIQ /E
TKT/TIME LIMIT
1.T-10MAR-1UG9*AAN
PHONES
1.BNE/
ANCILLARY EXISTS *AE TO DISPLAY
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
INVOICED
PRICE QUOTE RECORD EXISTS
AA FACTS
1.SSR AVIH VA KK1 BNESYD0950Q20AUG.SMALL DOG 5KG
GENERAL FACTS
2.SSR AVIH VA NN1 BNESYD0950Q20AUG/SMALL DOG 5KG
3.SSR CTCE VA HK1/CLIFFORD.RED//VIRIGNAUSTRALIA.COM
```

Important Note

The email address format is added by means of the standard IATA irregular operations SSR CTCE. This is the recommended format as VA will receive the guest's email address. If the email is added using the standard Sabre entry, the email address will not be sent to VA.

It is mandatory to include the Guest's email address in the booking as the guest will be sent a copy of the VA confirmation email and air way bill (AWB) as well as a printed copy of the Pet in Hold Acceptance Checklist. The Guest is required to present these documents at the check-in counter drop/off point.

Add Received From, then end and re-display the PNR

PAYMENT OF AIR EXTRA AND ISSUING OF EMD-A

The status of the Air Extra is HD before payment is applied.
Enter *AES – this shows the due date for payment for the Air Extra

```
*AES<<
ANCILLARY SERVICES
1.PET IN HOLD SMALL 0 TO 10 KGS 1.1 TELLER/JAX MR
GROUP - PT SSR - ASVC
RFIC - C RFISC - 0AY
EMD TYPE - 2 WAIVE -
ETKT - CPN -
REFUND - Y COMMISSION - N
SEAT PDC -
TRAVEL DATE - 01JAN80 TO 31DEC99 GUARANTEED - T
PURCHASE BY - 10MAR17/2254 TKT - N
TAX EXEMPT - N
MKT/OP CARRIER - VA/VA
FEE OWNER - VA INTERLINE - Y
```

Enter **W‡EMD*AE[Air Extra #]‡F*[card vendor][card #]/[MMYY]**

Example:

- W‡EMD*AE1‡F*AX3760xxxxxxxxx/1216 – For Credit Card FOP
- W‡EMD*AE[Air Extra #]‡FCASH – W‡EMD*AE1‡FCASH – For Cash FOP
- W‡EMD*AE[Air Extra #]‡FCASH – W‡EMD*AE‡FCASH – For AGTINV FOP

Sabre responds with the response below, to confirm Air Extra fulfillment

```
W‡EMD*AE1‡FCASH<<
OK 85.00
AIR EXTRAS FULFILLED
```

End and Redisplay PNR