



Please find below examples of the two options available on how to show and collect the service fee.

Option 1: For carriers allowing inserting the service fee in the endorsement box.

Option 2: For carriers not allowing inserting the service fee in the endorsement box.

Please note that in order to make the **option 2** easier and eliminate the time of inserting manually a series of commands we have created 3 PF Keys to do the job for you.

In case that you will need our assistance we will be glad to help you.

Option 1

As per CY instructions, Service Fee can be inserted in the endorsement box. There are 2 formats to include in your ticketing entry either to add endorsement e.g. †EDSVC FEE CYP10.00 † , or to override endorsement e.g †EO/SVC FEE CYP10.00 †. We recommend you add the endorsement.

This method can be used with any other carrier that will instruct you to insert Service Fee in the endorsement box.

Please note that Service fee will not be shown on the Passenger Itinerary Receipt or Invoice/Itinerary.

The same applies for both paper and e-tickets.

Please contact your back office vendor to verify that this information is collected automatically by your program.

A copy of PNR display and ticket print are shown on next page :

*A

1.1MARKIDOU/DMRS

1 CY 426Q 01NOV 3 LCASKG HK 1800 2000 /DCCY*LJWXWO

TKT/TIME LIMIT

1. T-24MAY-5JHT*ADS

PHONES

1.N1C22670330

INVOICED

ADDRESS

ZENON NDC LTD

ALKEOU 24

NICOSIA

CYPRUS TEL 22670330

GENERAL FACTS

1.OSI YY ZENON NDC LTD TEL 22670330

2.SSR TKNA CY HK1 LCASKGO426Q01NOV/0487777772413

REMARKS

1.XXTAW/

ACCOUNTING DATA

1. CY+7777777241/ 0.00/ 41.00/ 20.00/ONE/CA 1.1MARKIDOU DMRS/1/F

RECEIVED FROM - P

5JH1.5JH1*ADS 0328/24MAY06 ISOSEW H

5JH1.5JH1*ADS 0329 24-MAY-2006 142493

TICKETING INSTRUCTION : W+ACY+FCA+EDSVC FEE CYP10.00

CYPRUS AIRWAYS LTD

VALID ON CY/ SVC FEE CYP10.00

LCASKG SITI

AA/ISOSEW 241

/DS5JH1

MARKIDOU/DMRS

/0

LARNACA

CY 426Q 01NOV 1800 OKQUICKCY1

01NOV01NOV20K

THESSALONIKI

VOID VOID

--VOID--

VOID VOID

--VOID--

VOID VOID

--VOID--

CYP 41.00 LCA CY SKG85.21NUC85.21END ROEO.48116

11.00YQ

9.00CYCA

CYP 61.00

0011/

048 7777777241

0486

41,00 0,00000 20,00

18358850501

Option 2

You can create a non-air type of segment (Auxiliary) in your PNR and attach a manual accounting line with the Service Fee amount. With this method Service fee amount will not be printed on the ticket but will be shown on the Invoice/Itinerary that you give to your clients, together with the fare amount. Also Service fee will be transmitted to your backoffice system having interface with Sabre.

PF keys provide a great shortcut to entering all this information! We have created additional PF keys to insert in your existing bank of PF Keys. For example:

PFKey22

TITLE: SVC

DESCRIPTION: SERVICE FEE SEGMENT (OTH)

COMMAND: ^SR*I^E0OTHSFGK1/INFORMATION^TENTER DATE^^W-SERVICE FEE^E

PFKey23

TITLE: A/L

DESCRIPTION: ACCOUNTING LINE FOR SERVICE FEE

COMMAND: ^SR*IO^E^HACOTH^TSEGMENT NUMBER^^W/VENDOR^F24

PFKey24

TITLE: ****

DESCRIPTION: LINKS FROM F23

COMMAND: /SVC/P0/^TSERVICE FEE 00.00^^W/0.00/PER/^TCK, CA^^W/1-SVC FEE PER PAX^E^H*IO*PAC^E

The PFKeys numbers may vary according to your existing PFKeys

Special action - ^ Represents the field/opt key on your keyboard (to the left of the number 1)



Examples

- Display your PNR.
- Press the first programmed PF Key to insert the non-air segment. Read the prompt that displays on the screen, type the data requested (date of last segment), then press the field key (^).
- Press the next PF Key to insert the accounting line. Type the data requested (OTH segment number), then press the field key (^) to continue, type the data requested (Service fee amount per passenger), press the field key (^) to continue, type the data requested (the form of payment either cheque or cash) and press the field key (^).
- On your screen will be automatically displayed the non air segment together with the accounting line. End your transaction.

You can now proceed to issue ticket either paper or electronic.

For **paper tickets** issued, the entry to issue Itinerary/Invoice is: DIN‡DP

This format can be attached on the ticketing entry and itinerary/invoice will be printed together with tickets or after you have issued tickets type the entry. Service fee will be printed on the itinerary/invoice together with fare amount.

See examples on next pages:

*A

1. 1ANDREOU/ANR 2. 1GEORGIOU/IMR
1 CY 336Q 01DEC 5 LCAATH HK2 1600 1745 /DCCY*GIPPML
2 CY 313Q 10DEC 7 ATHLCA HK2 1215 1355 /DCCY*GIPPML
3 OTH SF 10DEC S GK1 INFORMATION/SERVICE FEE-A

TKT/TIME LIMIT

1. T_24MAY_5JH1*ADS

PHONES

1 .N1C22 670330

INVOICED

ADDRESS

ZENON NDC LTD
ALKEOU 24
NICOSIA
CYPRUS TEL 22670330

GENERAL FACTS

1.OSI YY ZENON NDC LTD TEL 22670330
2.SSR TKNA CY HK1 LCAATHO336QO1DEC/0487777772391
3.SSR TKNA CY HK1 ATHLCAO313Q10DEC/0487777772391
4.SSR TKNA CY HK1 LCAATHO336QO1DEC/0487777772402
5.SSR TKNA CY HK1 ATHLCAO313Q10DEC/0487777772402

REMARKS

1 . XXTAW/

ACCOUNTING DATA

1.A VENDOR/SVC/ P0/10.00/0.00/PER/CA/1-SVC FEE PER PAX
2. CY#7777777239/ 0.00/ 49.00/ 47.50/ONE/CA 1.1ANDREOU ANR/1/F
3. CY#7777777240/ 0.00/ 49.00/ 47.50/ONE/CA 2.1GEORGIOU IMR/1/F

RECEIVED FROM - P

5JH1.5JH1*ADS 0325/24MAY06 MURABE H

5JH1.5JH1*ADS 0327 24-MAY-2006 142493

PAPER TICKET INSTRUCTION: W†ACY†FCA

CYPRUS AIRWAYS LTD
VALID ON CY

LCALCA SITI
AAJMURABE 239 /DS5JH1

ANDREOU/AMR

LARNACA CY 336Q 01DEC 1600 OKQUICKCY2 01DEC01DEC2OK /0
O ATHENS CY 313Q 10DEC 1215 OKQUICKCY2 10DEC10DEC2OK
LARNACA VOID VOID
--VOID-- VOID VOID
--VOID--

CYP 49.00 LCA CY ATH50.91 CY LCA50.91 NUC101.82END ROEO.48 16XT7.5OGR
2.00WQ7.00WP

22.00YQ

9.00CY

16.50XTCA

CYP 96.50

0011/ 048 7777777239 0486 49,00 0,0000047,50
18358841305

CYPRUS AIRWAYS LTD
VALID ON CY

LCALCA SITI
AA/MURABE 240 /DS5JH1

GEORGIU/IMR

LARNACA CY 336Q 01DEC 1600 OKQUICKCY2 01DEC01DEC2OK /0
O ATHENS CY 313Q 10DEC 1215 OKQUICKCY2 10DEC10DEC2OK
LARNACA VOID VOID
--VOID-- VOID VOID
--VOID--

CYP 49.00 LCA CY ATH50.91 CY LCA50.91 NUC101.82END ROEO.48 16XT7.5OGR
2.00WQ7.00WP

22.00YQ

9.00CY

16.50XTCA

CYP 96.50

0011/ 048 7777777240 0486 49,00 0,0000047,50
18358841401

For **E-tickets** just add on your ticketing entry ETR‡DPB and Service Fee will be printed on the Itinerary/Invoice together with the fare amount.

As per example below you can see Service Fee is shown per person and added on the fare.

Ticketing instruction: W‡ABA‡FCA‡ETR‡DPB

```

                                ZENON TRAINING CE
ETKT      **AGENT COUPON**      96188116      **ITINERARY**
BRITISH AIRWAYS                    1 OF 1  CIFPUZ/AA  BA 663V LCALHR 1ONOV
SERAFIDOU/DESPO                    24MAY06  OBA 662N LHRLCA 2ONOV
                                       VNCEUR
                                       NNCEUR

NONREF/ -NCEUR
  LCA BA LON155.87 BA LCA135.09NUC290.96END ROEO.4
8116XT4.50GB 11.5OUB
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CYP 140.00
  20.OOYQ FP/CA
  9.OOCY FCIOO
  16.OOXT
CYP 185.00
  125 2278070248 6 PRI FFVV
0011/                                140,00 0,00 000 45,00
```

ELECTRONIC TICKET
PASSENGER ITINERARY/RECEIPT

NAME: SERAFIDOU/DESPO

ETKT NBR: 125 2278070248

ISSUING AIRLINE: BRITISH AIRWAYS

ISSUING AGENT: ZENON TRAINING CE NICOSIA CY /UR2BADS

DATE OF ISSUE: 24MAY06

IATA: 96-188116

BOOKING REFERENCE: CIFPUZ/AA

BOOKING AGENT: UR2BADS

DATE	AIRLINE	FLT	CLASS	FARE BASIS	STATUS
TONOV	BRITISH AIRWAYS	663	ECONOMY	VNCEUR	CONFIRMED
	LV: LARNACA		AT: 1610		
	AR: LONDON HEATHROW		AT: 1920	ARRIVE: TERMINAL 1	
	BAGS: 23K				
2ONOV	BRITISH AIRWAYS	662	ECONOMY	NNCEUR	CONFIRMED
	LV: LONDON HEATHROW		AT: 0830	DEPART: TERMINAL 1	
	AR: LARNACA		AT: 1500		
	BAGS: 23K		VALID: 2ONOV-2ONOV		

ENDORSEMENTS: NONREF/-NCEUR

FARE CALC:LCA BA L0N155.87 BA LCA135.09NUC290.96END ROEO.48116XT4.5OGB
11. 5OUB

FORM OF PAYMENT: CA

FARE: CYP140.00 T/F/C: 20.00YQ T/F/C: 9.00CY T/F/C: 16.00XT

TOTAL: CYP185.00

POSITIVE IDENTIFICATION REQUIRED FOR AIRPORT CHECK-IN

NOTICE

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO
CONDITIONS OF CONTRACT, WHICH ARE HEREBY INCORPORATED BY REFERENCE.
THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.

SALES PERSON: DS

ITINERARY/INVOICE NO.

DATE: 24 MAY 06

CIFPUZ

PAGE: 01

TO: ZENON NDC LTD
ALKEOU 24
NICOSIA
CYPRUS TEL 22670330

FOR: SERAFIDOU/DESPO

10 NOV 06 - FRIDAY

AIR	BRITISH AIRWAYS	FLT:BA663	ECONOMY	MEALS
	LV LARNACA		1610	EQP: BOEING 767
				05HR 10MIN
	AR LONDON HEATHROW		1920	NON-STOP
	ARRIVE: TERMINAL 1			REF: ZJHVDO

20 NOV 06 - MONDAY

AIR	BRITISH AIRWAYS	FLT:BA662	ECONOMY	MEALS
	LV LONDON HEATHROW		0830	EQP: BOEING 767
	DEPART: TERMINAL 1			04HR 30MIN
	AR LARNACA		1500	NON-STOP
				REF: ZJHVDO

OTHER INFORMATION

SERVICE FEE

SERVICE FEE
SERV CHGS

10.00 PER PERSON 10.00

AIR TICKET	BA2278070248	SERAFIDOU DESPO	185.00
ELEC TKT			

SUB TOTAL 195.00

TOTAL AMOUNT DUE 195.00

Procedures and guidelines

- You must designate an invoice/itinerary printer if you want to print the invoice document
- The system can process a maximum of 99 accounting lines in a PNR.
- You can request multiple copies of the itinerary/invoice document. Make multiple copy request separate from ticketing entry.
- The system prints up to a maximum of four passenger names on the I/I document. If there are more than four names in the PNR, no names print on I/I; use name select to print separate I/I documents.
- The system edits the number of names to match the number of accounting lines.
When you use name selection the system includes the air accounting lines applicable to the passenger names you selected on the I/I document.

Useful entries

Designate itinerary/invoice printer	DSIV(printer address)
Undesignate I/I printer	DSNO(printer address)
Print itinerary/invoice	DIN † DP
Print multiple itinerary/invoice copies	DIN † DP2 (number of copies)
Print I/I with accounting line select	DIN † A2 † DP
Print I/I with name and accounting line select	DIN † N1.1 † A2 † DP
Display accounting data	*PAC
Delete accounting line	ACα (line number) eg ACα1