




Add infant [Amadeus, Sabre, Galileo]

- Open the PNR and check that all segments are HK as well as the ticket status.
- Inform the passenger of the minimum fee (Our Service Fee - Add infant wherever applicable) and that a separate payment link will be sent from SL for ticket price for adding the infant according to the pricing.
- Passengers over **2 years** old are classified as **child** passengers (under 12 years of age). Please follow the respective routine [here](#)

Add on cart

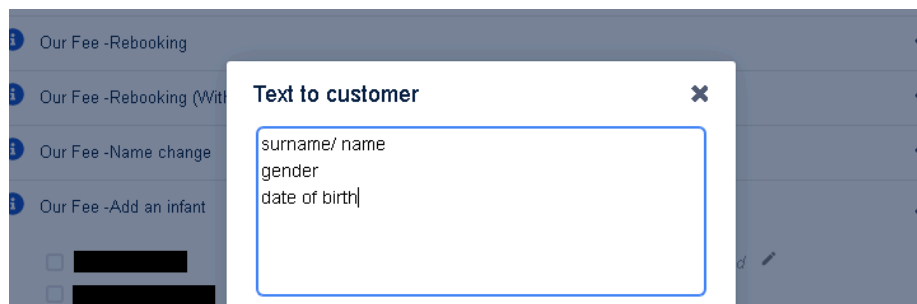
Add on Sales **Our Service Fee** Airline Cost and other Fallback

Name	Our Fee	Provider Cost	Text to customer
 Our Service Fee - Vol. Rebooking			
 Our Service Fee - Vol. Rebooking (within 24h)			
 Our Service Fee - Name change			
 Our Service Fee - Add infant			
<input type="checkbox"/> Agnieszka M. [redacted]	162.00		No text added 

Select all



- If they agree, create an *Add on cart* with the minimum cost as advised above and follow standard routines as per the chosen method of payment. If you use the payment link, advise the deadline that the passenger has to pay.
- If they do not agree you may refer them to the airline.
- Note down the full name and date of birth of the infant both in the *Text to customer* field in your *Add on cart* as well as in your errand.



- Ask to which passenger the infant will be associated with and for which flights (whole, OB, IB, if multi) (please pay attention to the character limit, the adult with the shorter name would be the best option to select).
- If the passenger pays over the phone, proceed with Register Errand, selecting the "Ticketing template/ Tkt info add infant".

Register Errand

Channel

☐

Select channel...

Category

☐

Select category...

Type

☐

Select type...

Action

☐

Select action...

Order Note

Templates

Frontline

Back Office

TICKETING

Test

TKT info ATC reissue (incl. FM) (Amadeus/Sabre...

TKT info SC INVOL reissue (NOT FM) (Amadeus...

TKT info reissue (incl. FM) (Amadeus/Sabre/Gali...

TKT info name change (Amadeus/Sabre/Galileo)

TKT info new ticket (Amadeus/Sabre/Galileo)

TKT info issue EMD voucher (Amadeus/Sabre/G...

TKT info EMD Ancillary (Amadeus/Sabre/Galileo)

TKT Info add infant (Amadeus/Sabre/Galileo)

TKT info PTC error (Amadeus/Sabre/Galileo)

Register Errand - TKT Info add infant (Amadeus/Sabre/Galileo)

PNR *

Name of customer contact: *

Email address to customer contact: *

Enter last name of infant *

Enter first name of infant *

Enter date of birth of infant (DDMMYY) *

To whom should infant be connected? *

Minimum price informed to customer (in customer currency incl. currency code) *

Other info to ticketing *

Use template

Cancel

ATT TICKETING

PNR:

Customer name:

Email:

Please check how to ADD INFANT

Last name:

First name:

DOB:

On adult:

Minimum price informed:

Other info:

///REMEMBER TO PLACE ON REISSUE QUEUE IN EDVIN///

- Place on queue in Edvin in order to queue to ticketing
- ATH, UPA, BOM, CNX and WNS:

Queue Place
3

Fraud&CBK
Products
Recon
Refund
SC
Social Media Support
Support ATH
Support B2B

Support BMS
Support CNX Cairo
Support CNX Mauritius
Support CNX Tbilisi
Support ETC BOM

Support UPA
UPA TKT
Support WNS
BOM TKT
CR-UPA
Payments
Technical
Show All

☐ Ancillary post sales
Add short info: PNR/Area/free text

Ancillary post sales

☐ CONFTASK - DO NOT USE

CONFTASK - DO NOT USE

☐ EMD voucher issuance
(place pnrs where we need to issue EMD vouchers)

EMD voucher issuance

☐ Name Change and Add Infant only
With provider cost

Name Change and Add Infant only

☐ Sabre Only - Involuntary changes
Add short info: PNR/area/freetext in regards of sc reissues/ force majeure reissues

Sabre Only - Involuntary changes

Order Note/Queue Action Message

- If the customer pays afterwards, the support agent will handle it as per the above guidelines. No need for FL agents to make any pricing or actions in the PNR.
- The payment link can be removed from the FL agent/ support agent once the request is sent to ticketing.