

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](#).

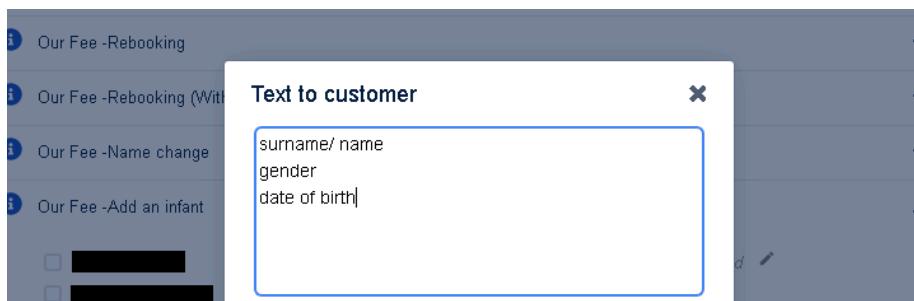
Add on cart

The screenshot shows a list of service fees under the 'Our Service Fee' tab. The fees listed are:

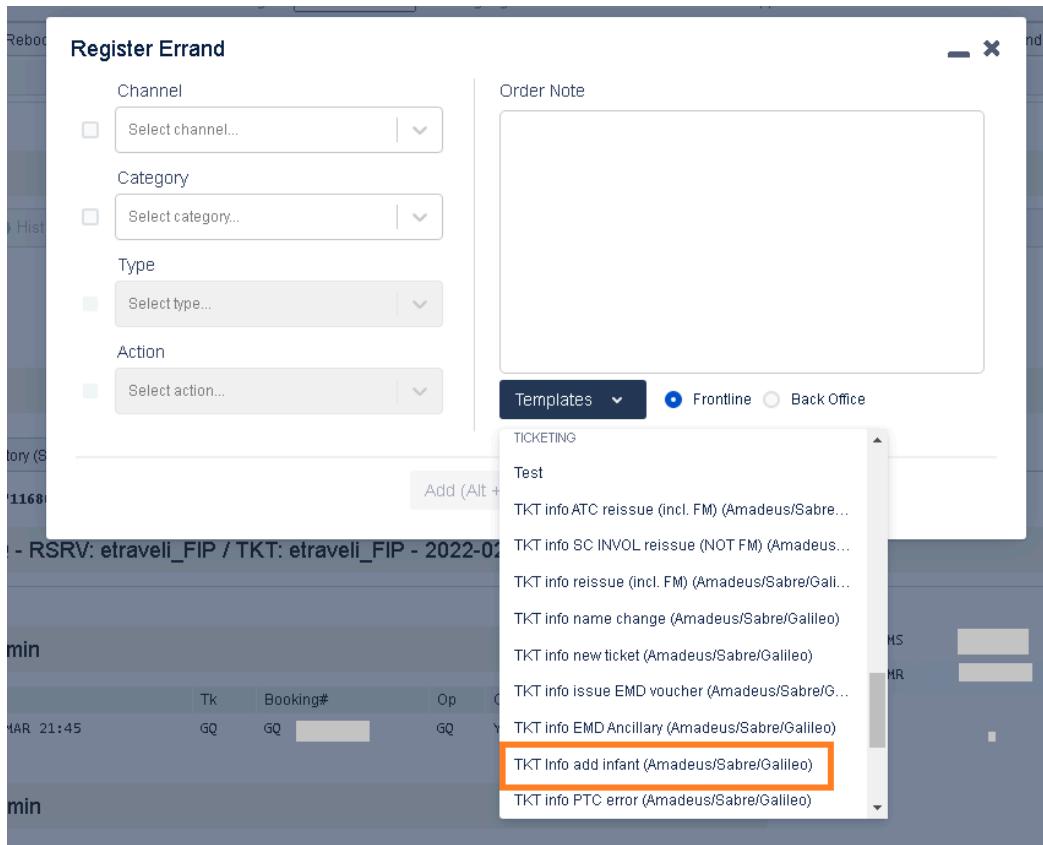
Name	Our Fee	Provider Cost	Text to customer
Our Service Fee - Vol. Rebooking			
Our Service Fee - Vol. Rebooking (within 24h)			
Our Service Fee - Name change			
Our Service Fee - Add infant	162.00		No text added <input type="button" value="edit"/>

Below the table, there are buttons for 'Select all' and a shopping cart icon.

- 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 - 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 *

***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

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

BOM TKT

- Ancillary post Add short info: PNR/Area/free text sales
- CONFTASK - DO NOT USE
- EMD voucher (place pnr where we need to issue EMD vouchers) issuance
- Name Change With provider cost and Add Infant only
- Sabre Only - Involuntary changes Add short info: PNR/area/freetext in regards of sc reissues/force majeure reissues

Ancillary post sales

CONFTASK - DO NOT USE

EMD voucher issuance

Name Change and Add Infant only

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.