



Consolidator offices

Updated Jul 22, 2022

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- 37. Mona Tours
- 38. Downtown Travel
- 39. Belair
- 40. CVC
- 41. Tourvest

Step 1 - Starting point



No linked steps

Consolidators

For any further information in regards to the handling of a consolidator booking you can check the relevant '[Consolidators FAQ](#)' page.

ATTENTION



NEVER contact the consolidator directly for pending refunds, whether they are claimed through BSP or GDS.

Consolidators

- 1. No need to contact consolidators

Step 23

- 2. Contact details

Step 6

Step 2



Parent step: 6

Consolid

Consolid

- 1. Consolid Travel Fan (MX)

Step 9

- 2. Consolid Global (BOG)

Step 8

- 3. Consolid (CL)

Step 10

4. Consolid Portal

Step 3

Step 3



Question

Parent step: 2

Consolid Portal

New Question

1. General Information and airline policies

Step 11

2. How to open a request in Consolid portal

Step 4

Step 4



Question

Parent step: 3

How to open a request in Consolid portal

New Question

1. Support portal - How to handle customer requests

Step 13

2. Schedule Change - How to handle customer requests

Step 12

Step 5



Question

Parent step: 6

Huntington (Flight Network)

Huntington (Flight Network)

1. ColvilleTravel

Step 22

2. Escapades

Step 20

3. Flugo Canada

Step 35

Step 6

Question

Parent step: 1

Consolidator list

1. Air Tickets Step 28
2. Alsarh Travel Agency Step 29
3. Appleworld (previously known as TSD/F-ness) Step 34
4. Avia Center Step 30
5. Belair Step 39
6. Consolid Step 2
7. Corporate Travel Management (CTM) Step 19
8. CTS Step 33
9. CVC Step 40
10. Dwidaya Step 18
11. Downtown Travel Step 38
12. Flygmt Step 26
13. Global Travel Network Step 16
14. Gm Tours Step 36
15. Gold Medal DNATA Step 31
16. Huntington (Flight Network) Step 5

17. Kanoo Travel	Step 24
18. Lotus Tours	Step 32
19. Mona Tours	Step 37
20. Moresand, Crystal Travel	Step 27
21. Petour/BilletBank	Step 25
22. Tidesquare	Step 21
23. Tourvest	Step 41
24. Voyzant	Step 17
25. Tawfeeq Travel	Step 7
26. Westminster	Step 14
27. Holiday Tours	Step 15

Step 7

Solution

Parent step: 6

Tawfeeq Travel

Tawfeeq Travel - Doha, Qatar

Contact info	Escalations: kazim.ulde@att.qa CC hiloor.muhiyadeen@att.qa and mathew.sebastian@att.qa
	Ticketing and Reissue/refunds: support@ezytrip.com CC kazim.ulde@att.qa
OID Amadeus	DOHQR28IU
PCC Sabre	-

IATA	65210154
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Step 8

Solution

Parent step: 2

Consolid Global (BOG)

Global (BOG)

Contact info	https://consolidglobal.zendesk.com/hc/en-us Open a case request via the portal
OID Amadeus	BOGZ12105
PCC Sabre	-
IATA	76569662

Step 9

Solution

Parent step: 2

Consolid Travel Fan (MX)

Travel Fan (MX)

Contact info	- Ticketing and Reissue operaciones@consolid.com.mx - ADM and disputes debitos@consolid.com.mx - Refunds reembolsos@consolid.com.mx All other Issues jalbor@consolid.com.mx
OID Amadeus	MEXMX28EE
PCC Sabre	4UDJ
IATA	86500632



ATTENTION

In the case of void requests, Consolid MX is following a different process than the usual one we have as ETG.

If the ticket is issued in **Sabre in 4UDJ and we used VAN for the issuance**, please follow the below:

- Check that the ticket can be voided within your location's time zone and then check the time in Mexico (Consolid MX local time). If we are before 11:00 p.m. (Mexico City time), we can provide the passenger with this option.
- After you have communicated the relevant fees for this process and the passenger has accepted, please void the ticket, using the command **WV** and the ticket line.

For example:

TKT/TIME LIMIT

1.T-05MAR-UT8H*AW2
2.TE 139xxxxxxxx78-MX xxxxI/A UT8H*AW2 1109/05MAR D

For the above ticket, you will use **WV2**.

- Now you must delete the accounting lines, using the below:
- ***PAC** 'Enter'
- **AC1** (1 after AC represents the accounting line of the ticket) 'Enter'
- **6signature**
- **ER**

• **ONLY after the accounting line is removed, you can remove the segments of the PNR you have just voided the ticket(s).**
• It is very important that if the ticket was paid with VISA or MASTERCARD, we send an email to cargos@consolid.com.mx, having operaciones@consolid.com.mx in CC.

In the email please indicate clearly the airline's PNR, the ticket, and the ticket value as it appears in the GDS. This information has to be sent to cancel the payment authorizations and **must be before 11:00 p.m. (Mexico City time)** due to banking restrictions.

- Modify the order as per the normal process and include the Etrack number that has been created from the email you have sent to Consolid in your Modify order errand for SL to be able to check further.

Step 10

 Solution

Parent step: 2

Consolid (CL)

Consolid (CL)

Contact info	NEVER contact the airline directly. Support with booking is through: https://consolidglobal.zendesk.com/hc/en-us All Support agents should have credentials for the above support portal.
OID Amadeus	SCLQ121CT
PCC Sabre	B63K
IATA	Amadeus 75502770 Sabre 75515296



FL:

DO NOT create new PNRs in OID **SCLQ121CT** in Amadeus, until further notice.

Step 11

Solution

Parent step: 3

General information and airline policies

> General Information and login

In order to identify whether an order is issued in any of the Consolid IATA's you need to check for the consolidators' banner in the Edvin order view.

Consolid has 2 different portals, but for GDS bookings, only the support portal (mentioned below) must be used:

Portal: <https://consolidglobal.zendesk.com/hc/en-us>

Support portal: All agents can have access to this portal as there is only one shared account. All customer requests such as rebooking, refund/cancel, name corrections, assistance, etc. can be handled from the Support portal.

Shared credentials:

User: etg.consolid@etraveligroup.com

Password: Rwtky7@sB! (**ATTENTION:** after the exclamation point there is space)

We only have 1 account with shared credentials.

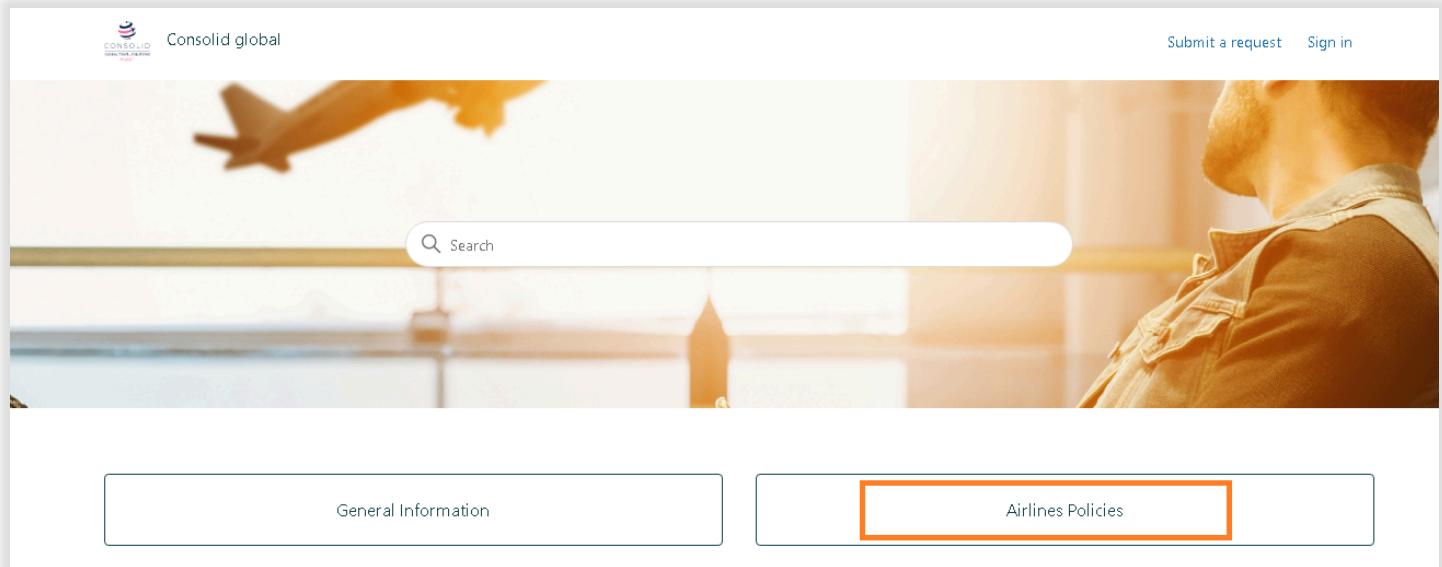
Please ALWAYS remember to use the correct booking reference when opening a request in the portal.

> Airline policies in the support portal

Before contacting Consolid support, please always check the knowledge base, if we have the answer there unless there is information mentioned in the Edvin Documents.

You can check airline policies directly at <https://consolidglobal.zendesk.com/hc/en-us>.

Click on the 'Airline Policies' button:



When you click on there, you will see a list of carriers and their policies per each process they follow as per below:

Airlines Policies

Air France/KLM (AF/KLM)

AF/KL - Schedule change policy

Avianca (AV)

AV - Schedule change policy

American Airlines (AA)

AA - Unaccompanied minor

AA - Schedule change policy

AA - Correct name policy

AA - Critical Illness Exception Requests

AA - Agency website

AA - Add extra baggage

All Nippon

NH - Waiver Authorization Code for Flight Operation Irregularity

NH - Agency Website

Alaska Airlines (AS)

AS - Name correction and transfer policy

Air New Zealand (ANZ)

NZ - Agency Website

Air France (AFR)/ KLM (KL)

AF/KL - Flowchart ENG

Air Europa (UX)

UX - Agency information regarding COVID

Step 12

Solution

Parent step: 4

Schedule Change - How to handle customer requests

For more information about the general manual handling flow, please visit [Schedule Change Description](#) page.

We can handle all rebookings, ancillaries, wheelchair assistance, name corrections, etc.

We are NOT allowed in any case to contact the airline. All agents should handle customer requests directly on the portal.

All customer requests can be handled through the Consolids Support portal: <https://consolidglobal.zendesk.com/hc/en-us>.

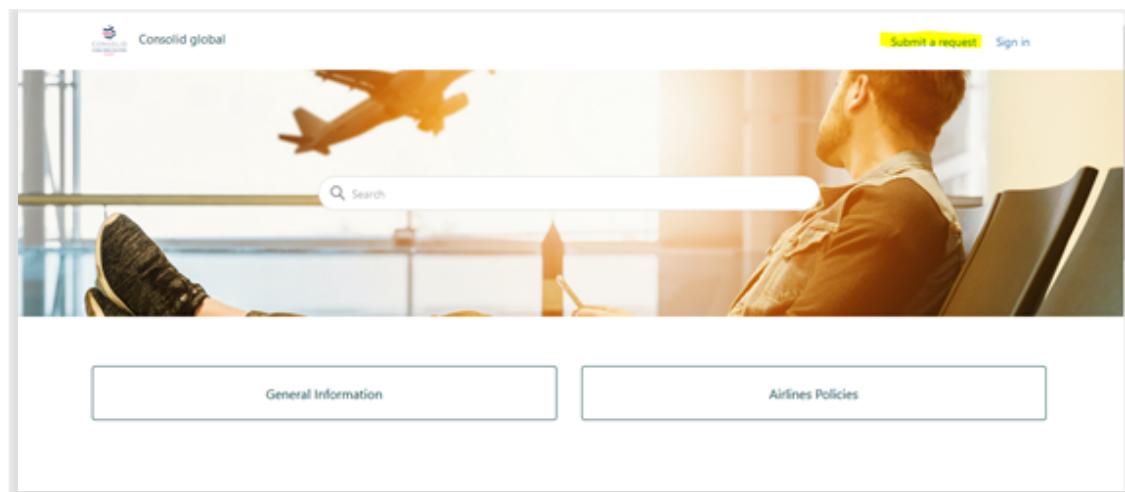
> When you have to contact Consolid in the Support portal

As stated above it is preferred that we make all changes, add-ons, etc. directly on the airline's website. But if we need to we can contact Consolids support. Support is open between 9.30 am GMT-3 - midnight (local Argentinian time)

Through this portal, we can request: Involuntary rebooking or refund, wheelchair assistance, etc. We can not request baggage, seating, etc. This has to be done directly on the airline's website. We can assist the customer by checking ancillary prices on the airline website or referring directly to the airline for add-ons.

> How you create a ticket (request) through Zendesk

You should log-in using the information [here](#) and click on 'Submit a request':



You'll be requested to log in in the system:

X

Sign in to Consolid global

Email

Password

Sign in

Once you're logged in, you should select the topic to receive our support accordingly:

The screenshot shows the Consolid global support portal. At the top, there's a navigation bar with the Consolid global logo, a search bar, and links for 'Submit a request', 'Etraveli', and a user profile. Below the navigation, a breadcrumb trail shows 'Consolid global > Submit a request'. A large heading says 'Submit a request'. Underneath, there's a note about passport numbers and a 'Help Topic' link.

Submit a request

IMPORTANT: If there's any mistake in the passenger's passport number, this can only be amended when the passenger does the check-in. If the airline is a low cost, it does not allow any kind of correction. If there's any error in the passenger's date of birth and it does not affect the type of passenger (Ex: it was entered as a child and it was an adult), the correction can only be made at the time of check-in. If the gender was not input in the proper way, this can also be amended in the check-in. If the airline requires to reissue the ticket, we'll have a charge a USD 15 fee additional to any extra cost that the airline charges.

Help Topic

Once you fill in all the mandatory fields and fill in the PNR and everything else asked for accordingly and explain the customer's request as detailed as possible, you should click on submit:

Help Topic
Others

Airline
AR  **2 characters field**

Departure Date
April 27, 2022

Description
test

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)
Add file or drop files here

Submit

Please ALWAYS remember to use Consolid's reference when opening a request and not ours or the airline's.

When FL agent has sent the request to Consolid - queue booking to Support (choose the correct location for your support team in Edvin.) And change it to "Waiting for supplier reply".

If the booking is already on the support queue you still need to change the action to waiting for supplier reply.

This will create a case for you:



[REDACTED]
a few seconds ago

test

Add to conversation

Requester	Mariano Menini
Created	Today at 14:45
Last activity	Today at 14:45
Id	#423
Status	Open
Priority	High
Airline	AR
Departure Date	April 27, 2022

And it will send an email as well:



Hi [REDACTED]

We hope this email finds you well.

We have received your request 423 and one of our support agents will be getting in touch with you shortly.

You can see the ticket here consolidglobal.zendesk.com/hc/requests/423.

Warm regards,

Consolid global

Otherwise, you can follow the below:

- Go to Booking History tab, where you are able to create new cases.
- On the bottom of the page, you will see a mention of 'New case of type' and you should select the type of case that you need to create.
- The system will redirect you to Zendesk with the booking details prefilled (you have to be already logged in in Zendesk. Otherwise, it will require you to log in and won't recover the booking details):

Booking number:	25E5A5	Booking date:	12/09/2022 3:33:44 PM	Departure date:	15NOV
Booking status:	Confirmed	Last ticketing date:	16SEP 23:50 / 17SEP 02:50 UTC	Provider:	AMS BUEG1227K
Agency:	whitetest	ID Web:	1526	RcvFrm	WTC.WTC-1.5

Flights/Passengers Booking informations Buyer Payments Booking history

Message to booking

Booking status Payment status

Change from **Confirmed** to **Confirmed** Change from **New** to **New**

Comment

Force notification to agency/API user

Save >

Booking history

Date and User	Booking status	Payment status	Comment
12/09/2022 3:33:44 PM	Confirmed	New	BOOKING

Cases

Created	Type	Number	Status	Subject / Description	Requester	Updated
				New case of type: Ancillaries Request		

Go >

- After the ticket is created, it will display the following screen:

The screenshot shows a user interface for managing cases. On the left, there's a list of recent activities, one of which is highlighted with a yellow box: "New case of type: Ancillaries Request". To the right, there's a detailed view of this specific case.

Case Details:

- Requester:** Mariano Menini
- Created:** Today at 14:45
- Last activity:** Today at 14:45
- Id:** #423
- Status:** Open (highlighted with a red box)
- Priority:** High
- Airline:** AR
- Departure Date:** April 27, 2022

And it will send an email as well:



Hi [REDACTED]

We hope this email finds you well.

We have received your request 423 and one of our support agents will be getting in touch with you shortly.

You can see the ticket here consolidglobal.zendesk.com/hc/requests/423.

Warm regards,

Consolid global

> How to reply to an open case

To answer a case, you can reply to the email sent by the system or you can add a comment in the case once you're logged in.

When you're logged in, you can manage the cases submitted by your organization as well. Click on your name in the right upper side of the screen and click on 'Requests':

A screenshot of a user profile dropdown menu. At the top left is a link to "Submit a request". To the right is a user icon and the name "Mariano Menini". A dropdown menu is open, showing four options: "Profile" (in grey), "Requests" (highlighted in yellow), "Activities" (in grey), and "Sign out" (in grey).

Submit a request  Mariano Menini

- Profile
- Requests
- Activities
- Sign out

All the cases will be displayed and you can filter by the status as well:

My requests

My requests Requests I'm CC'd on

Subject	ID	Created	Last activity	Status
test	#423	2 minutes ago	2 minutes ago	Open
test	#422	4 minutes ago	4 minutes ago	Open
asd	#408	1 day ago	1 day ago	Awaiting your reply
test	#368	5 days ago	1 day ago	Solved
test	#366	5 days ago	1 day ago	Solved

Status:

Any

- Any
- Open
- Awaiting your reply
- Solved

Open

You can list all the cases created for a specific booking in the Booking History section of our Back Office:

Cases

Created	Type	Number	Status	Subject / Description	Requester	Updated
13/09/2022 15:09	Schedule Change	#14144	open	Estimados colegas, los pasajeros llegan en otro vuelo a las 6:50, el 24 de nov, por lo que perderían el...	Erika	16/09/2022 15:09
11/09/2022 10:09	Schedule Change	#13881	solved	SCHEDULE CHANGE DETECTED IN BOOKING #3RQFXI / SEVERITY: MEDIUM ### SCHEDULE ...	Skytours Schedule change	14/09/2022 11:09
21/08/2022 10:08	Schedule Change	#9548	closed	SCHEDULE CHANGE DETECTED IN BOOKING #3RQFXI / SEVERITY: MEDIUM ### SCHEDULE ...	Skytours Schedule change	31/08/2022 15:08

New case of type: Ancillaries Request

Go >

To reply to a ticket from the Back Office, you can be redirected to Zendesk by clicking on the icon of the pencil.

> Cases statuses

Open: when our team is working on the case

Awaiting your reply: when we need your reply in order to proceed. Please note that you have 48 hours to reply to the case. After that, the case will be automatically changed to "solved" status.

Solved: when no further action should be needed. You'll have 7 days to reopen the ticket in case you need further help. After a day, you should create a follow-up ticket.

ATTENTION



Once 7 days have passed after the ticket was solved, you won't be able to reopen it. For this reason, you can create a follow-up case:

The screenshot shows a ticketing system interface. At the top, there's a red banner with the word "ATTENTION" and a warning icon. Below the banner, the ticket details are shown in a sidebar:

Requester	[REDACTED]
Created	April 07, 2022 15:29
Last activity	April 14, 2022 16:02
Assigned to	[REDACTED]
Id	#72
Status	Solved
Priority	High
Departure Date	—
PNR	abc1234

The main ticket view shows two comments:

- Comment from "prueba" (19 days ago): "prueba"
- Comment from "Ciero el caso" (19 days ago): "Ciero el caso".

A message box at the bottom states: "This request is closed for comments. You can [create a follow-up](#)." A "Submit" button is visible at the bottom left.

Submit a request Follow-up to request #72

Help Topic

Ticketing Error

Departure Date

PNR

abc1234

Description

T B I | | | | | | | |

This is a follow-up to your previous request #72 ""

It is the Support agent's responsibility to keep track of the reply in the Consolids Support portal. When there is a booking on our internal support queues, the agent can check if a reply is received by logging on to the Consolids support portal.

Step 13

 Solution

Parent step: 4

Support portal - How to handle customer requests

All support cases

We can handle all rebookings, ancillaries, wheelchair assistance, name corrections, etc. We are NOT allowed in any case to contact the airline.

If support is needed FL agent can contact Consolid support through the process down below.

Consolid's Support portal: <https://consolidglobal.zendesk.com/hc/en-us>.

> When you have to contact Consolid in the Support portal

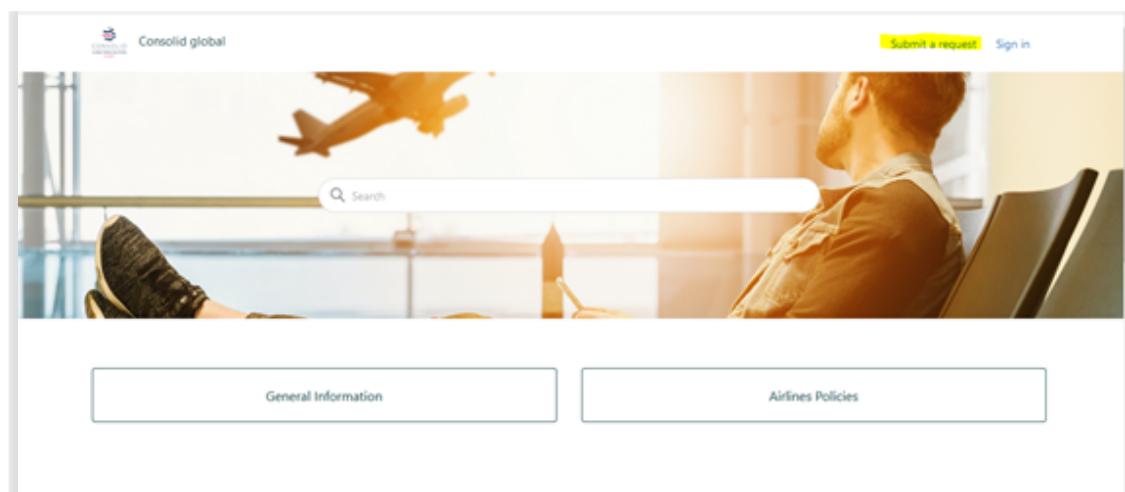
Support is open between 9.30 am GMT-3 - midnight (local Argentinian time) .

Through this portal we can request:

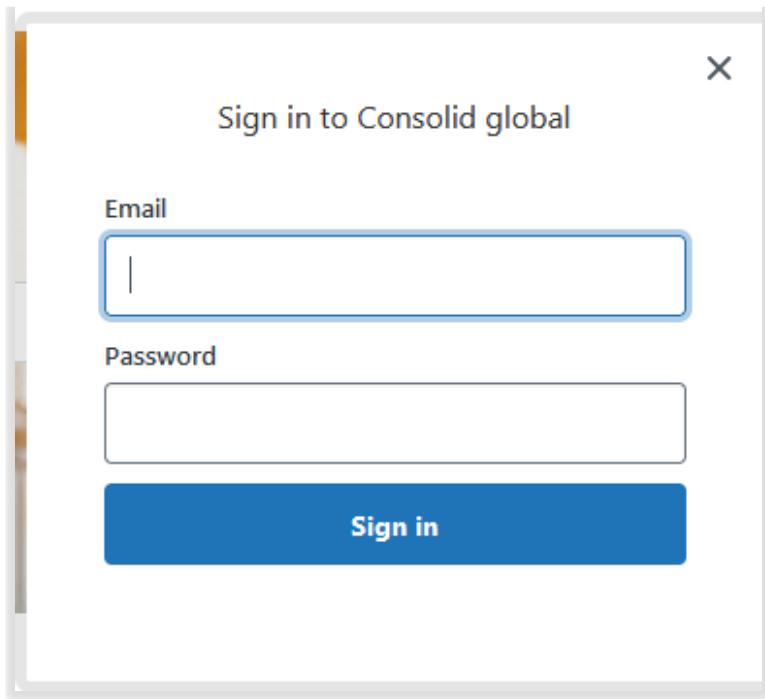
Rebooking, refund, name correction inquires, wheelchair assistance etc.

> How yo create a ticket (request) through Zendesk

You should log-in using the information [here](#) and click on 'Submit a request':

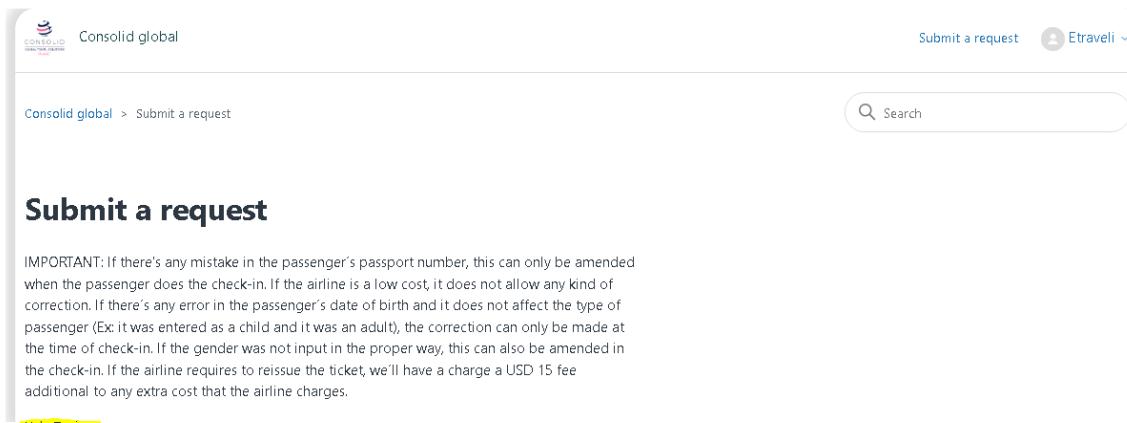


You'll be requested to log in to the system:



A screenshot of a sign-in modal window titled "Sign in to Consolid global". It features two input fields: "Email" and "Password", both with placeholder text "Enter email" and "Enter password". Below the fields is a blue "Sign in" button.

Once you're logged in, you should select the topic to receive our support accordingly:



A screenshot of the Consolid global website's "Submit a request" page. The page includes the company logo, navigation links for "Consolid global" and "Submit a request", a user profile icon for "Etraveli", and a search bar. The main content area is titled "Submit a request" and contains an important note about passport number corrections.

IMPORTANT: If there's any mistake in the passenger's passport number, this can only be amended when the passenger does the check-in. If the airline is a low cost, it does not allow any kind of correction. If there's any error in the passenger's date of birth and it does not affect the type of passenger (Ex: it was entered as a child and it was an adult), the correction can only be made at the time of check-in. If the gender was not input in the proper way, this can also be amended in the check-in. If the airline requires to reissue the ticket, we'll have a charge a USD 15 fee additional to any extra cost that the airline charges.

Once you fill all the mandatory fields, you should click on submit:

Help Topic
Others

Airline
AR  **2 characters field**

Departure Date
April 27, 2022

Description
T B I |  |     

test

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)

Add file or drop files here

Submit

This will create a case for you:

Consolid global  Submit a request 

Consolid global > My activities

 a few seconds ago

test

 Add to conversation

Requester	Mariano Menini
Created	Today at 14:45
Last activity	Today at 14:45
Id	#423
Status	Open
Priority	High
Airline	AR
Departure Date	April 27, 2022

And it will send an email as well:



Hi

We hope this email finds you well.

We have received your request 423 and one of our support agents will be getting in touch with you shortly.

You can see the ticket here consolidglobal.zendesk.com/hc/requests/423.

Warm regards,

Consolid global

Please ALWAYS remember to use Consolid's reference when opening a request and not ours or the airline's.

Otherwise, you can follow the below:

- Go to **Booking History** tab, where you can create new cases.
 - On the bottom of the page, you will see a mention of ' New case of type' and you should select the type of case that you need to create.
 - The system will redirect you to Zendesk with the booking details prefilled (you have to be already logged in in Zendesk. Otherwise, it will require you to log in and won't recover the booking details):

Booking number:	25E5A5	Booking date:	12/09/2022 3:33:44 PM	Departure date:	
Booking status:	Confirmed	Last ticketing date:	16SEP 23:50 / 17SEP 02:50 UTC	Provider:	
Agency:	whiteltest	ID Web:	1526	RcvFrm	15NOV
WTC.WTC-1.5					

Flights/Passengers **Booking informations** **Buyer** **Payments** **Booking history**

Message to booking

Booking status Change from **Confirmed** to **Confirmed** **Payment status** Change from **New** to **New**

Comment

Force notification to agency/API user

Save >

Booking history

Date and User	Booking status	Payment status	Comment
12/09/2022 3:33:44 PM	Confirmed	New	BOOKING

Cases

Created	Type	Number	Status	Subject / Description	Requester	Updated
New case of type:	Ancillaries Request	<input type="button" value="Go" />				

- After the ticket is created, it will display the following screen:

Requester	Mariano Menini
Created	Today at 14:45
Last activity	Today at 14:45
Id	#423
Status	Open
Priority	High
Airline	AR
Departure Date	April 27, 2022

And it will send an email as well:

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We hope this email finds you well.

We have received your request 423 and one of our support agents will be getting in touch with you shortly.

You can see the ticket here consolidglobal.zendesk.com/hc/requests/423.

Warm regards,

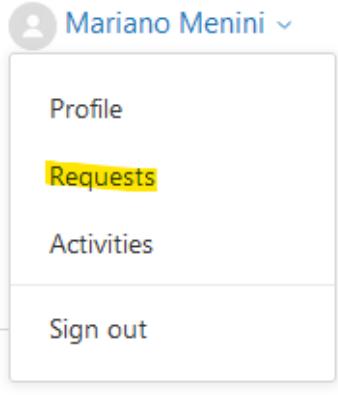
Consolid global

> How to reply to an open case

To answer a case, you can reply to the email sent by the system or you can add a comment in the case once you're logged in.

When you're logged in, you can manage the cases submitted by your organization as well. Click on your name in the right upper side of the screen and click on 'Requests':

Submit a request



All the cases will be displayed and you can filter by status as well:

My requests

Subject	Id	Created	Last activity	Status
test	#423	2 minutes ago	2 minutes ago	Open
test	#422	4 minutes ago	4 minutes ago	Open
asd	#408	1 day ago	1 day ago	Awaiting your reply
test	#368	5 days ago	1 day ago	Solved
test	#366	5 days ago	1 day ago	Solved

Status:

Any

Any

Open

Awaiting your reply

Solved

Open

You can list all the cases created for a specific booking in the Booking History section of our Back Office:

Cases

Created	Type	Number	Status	Subject / Description	Requester	Updated
13/09/2022 15:09	Schedule Change	#14144	open	Estimados colegas, los pasajeros llegan en otro vuelo a las 6:50, el 24 de nov, por lo que perderían el...	Erika	16/09/2022 15:09
11/09/2022 10:09	Schedule Change	#13881	solved	SCHEDULE CHANGE DETECTED IN BOOKING #3RQFXI / SEVERITY: MEDIUM ### SCHEDULE ...	Skytours Schedule change	14/09/2022 11:09
21/08/2022 10:08	Schedule Change	#9548	closed	SCHEDULE CHANGE DETECTED IN BOOKING #3RQFXI / SEVERITY: MEDIUM ### SCHEDULE ...	Skytours Schedule change	31/08/2022 15:08

New case of type: Ancillaries Request

Go >

To reply to a ticket from the Back Office, you can be redirected to Zendesk by clicking on the icon of the pencil.

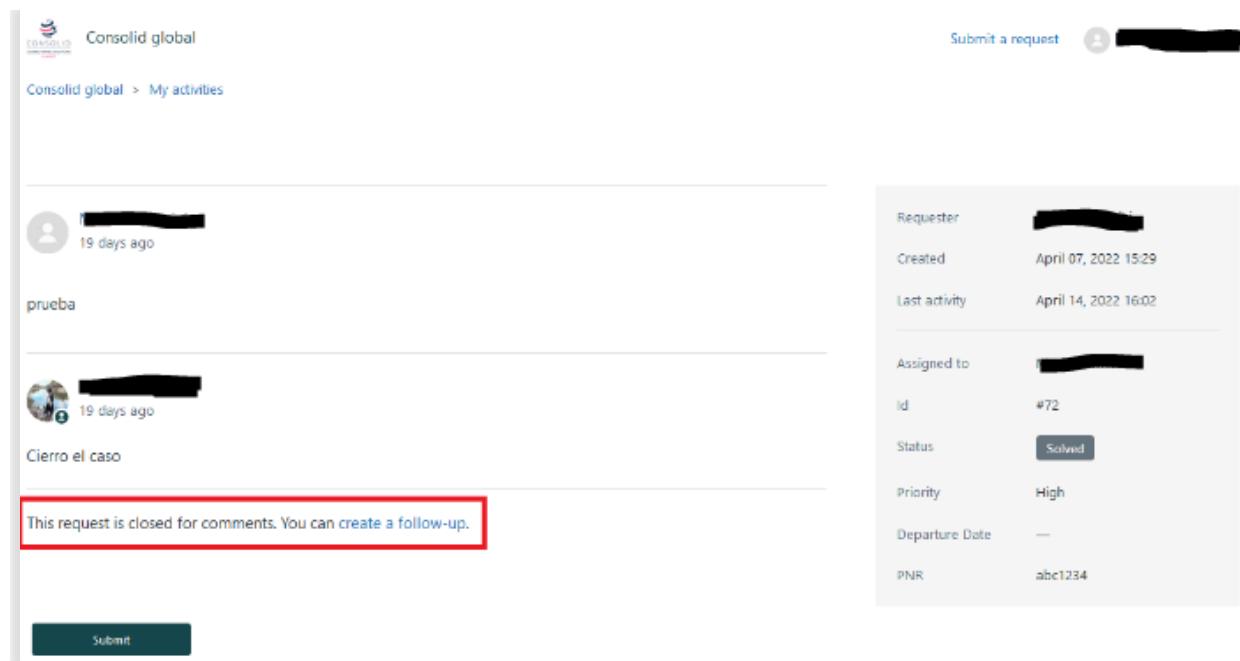
> Cases statuses

Open: when our team is working on the case.

Awaiting your reply: when we need your reply to proceed. Please note that you have 48 hours to reply to the case. After that, the case will be automatically changed to "solved" status.

Solved: when no further action should be needed. You'll have 7 days to reopen the ticket in case you need further help. After a day, you should create a follow-up ticket.

ATTENTION  Once 7 days have passed after the ticket was solved, you won't be able to reopen it. For this reason, you can create a follow-up case:



The screenshot shows a ticket detail page from 'Consolid global'. At the top right, there are buttons for 'Submit a request' and a user profile. The ticket ID is redacted. On the left, there's a sidebar with a user profile picture and the name 'Consolid global > My activities'. The main content area shows a ticket with the following details:

Requester	[Redacted]
Created	April 07, 2022 15:29
Last activity	April 14, 2022 16:02
Assigned to	[Redacted]
Id	#72
Status	Solved
Priority	High
Departure Date	—
PNR	abc1234

The ticket body contains two messages:

- prueba** (posted 19 days ago)
- Cierro el caso** (posted 19 days ago)

A red box highlights the message: "This request is closed for comments. You can [create a follow-up](#)." At the bottom left is a 'Submit' button.

Submit a request Follow-up to request #72

Help Topic

Ticketing Error

Departure Date

PNR

abc1234

Description

This is a follow-up to your previous request #72 ""

Step 14



Solution

Parent step: 6

Westminster

Westminster

Contact Info	Ticketing: order@lotusint.com.hk Reissue: ticket@lotusint.com.hk Refund: refund@lotusint.com.hk
OID Amadeus	TPEW128DF

PCC Sabre	F25D
IATA	34328582

Step 15

 Solution

Parent step: 6

Holiday Tours

Holiday Tours

Contact Info	For all issue types: ota@holidaytours.com.my and CC charyn.sinniah@holidaytours.com.my
OID Amadeus	KULMY28BN
PCC Sabre	O33L
IATA	20304454

Step 16

 Solution

Parent step: 6

Global Travel Network

GTN (Global Travel Network) - AKL, New Zealand

Contact info	ticketing@gtn.co.nz refunds@gtn.co.nz (Please use this email address for any queries or issues relating to refunds)
OID Amadeus	AKLHF218X
PCC Sabre	D0KJ
IATA	02343272
Other	For the below airlines, we have the confirmation from the consolidator to contact the airline directly ourselves: 3U / AC / AR / AV / AY / AT / AZ / BI / BP / BR / CI / CZ / DL / DZ / ET / EY / FC / GA / HX / IE / JU / KC / LY / MD / MH / MK / MU / NH / OD / OL / OZ / PG / PR / PX / RJ / SA / SV / TP / VA / VS NZ Contact details can be found in Edvin docs.

Step 17



Parent step: 6

Voyzant

Voyzant - YYZ, Canada

Voyzant- ORD, USA

Contact info	ticketing@voyzant.com waivers@voyzant.com
OID Amadeus	YYZC4217H ORD1S2120
PCC Sabre	KZ7J, 7GOJ
IATA	67598646 14637302

Step 18



Parent step: 6

Dwidaya

Dwidaya - JKT, Indonesia

Contact info	etraveli@dwidayatravel.com
OID Amadeus	JKTI928AN
PCC Sabre	2D5D
IATA	15308311

Step 19



Parent step: 6

Corporate Travel Management

Corporate Travel Management (CTM) - SIN

Contact info	sg.wsautotkg@travelctm.com
OID Amadeus	SINGP28ET

PCC Sabre	P2CJ
IATA	32305416

Step 20

Solution

Parent step: 5

Escapades

Huntington (Flight Network) Escapades, Canada

Working hours	0900 – 0000 hours (EST/Canada Time)
Contact info	cs@huntingtontravel.net
OID Amadeus	YTOC42215
PCC Sabre	80OJ
PCC Galileo	34CV/34F4
IATA	67505045

ATTENTION



For all other airlines/carriers, it is MANDATORY to make contact with the consolidator for any kind of request. Until further notice, we must ONLY contact Huntington.

Step 21

Solution

Parent step: 6

Tidesquare

Tidesquare - SEL, Korea

Contact info	Domestic flights: air-domestic@tidesquare.com (all inquiries) International flights: air-support@tidesquare.com (Ticketing/Change/Void)
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OID Amadeus	SELK138TF
PCC Sabre	UN3J
IATA	17300091



For **Domestic** tickets issued in **Amadeus** office ID SELK138TF when voiding a ticket, you should add at the end of the voiding command **/T-YY**. YY stands for the validating carrier (the carrier who issued the ticket).

Therefore, the commands that should be used are:

- **TRDC/Lticket line/T-and the validating carrier code**

Example:

TRDC/L35/T-KE - Void the ticket in line 35 that was issued by KE Korean Air.

or:

- **TRDC/TKthe 10 digits of the ticket/T-and the validating carrier code**

Example:

TRDC/TK1234567890/T-KE - Void the ticket number 1234567890 that was issued by KE Korean Air.

Step 22

Solution

Parent step: 5

ColvilleTravel

ColvilleTravel

Huntington (Flight Network) ColvilleTravel , USA

Working hours	0900 – 0000 hours (EST/Canada Time)
Contact info	cs@huntingtontravel.net
OID Amadeus	GEG1S211H
PCC Sabre	80NJ
PCC Galileo	34GE/36YT
IATA	50604794

ATTENTION



For all other airlines/carriers, it is MANDATORY to make contact with the consolidator for any kind of request. Until further notice, we must ONLY contact Huntington.

Step 23

Solution

Parent step: 1

When no contact is needed

No need to contact the consolidator, when NO airline contact is needed for resolving a case.

In all cases where no airline contact is needed, we will process as we do all other refunds or rebooking, directly in our GDS.

If you get an error message when processing the refund in GDS, please report this to your Team Leader.

Step 24

Solution

Parent step: 6

Kanoo Travel

Kanoo Travel - DXB, UAE

Contact info	ota.uae@kanoo.com
OID Amadeus	DXBKN38KT
PCC Sabre	A5AJ
IATA	86265793

Step 25

Solution

Parent step: 6

Petour

Petour- IST, Turkey

Contact info	int@petour.com
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OID Amadeus	ISTLL28MO
PCC Sabre	-
IATA	88228615

Step 26

 Solution

Parent step: 6

Flygmt

Flygmt - MNL, Philippines

Contact info	opsmnl@flygmt.com
OID Amadeus	MNLPH315H
PCC Sabre	6C8J
IATA	28301770

Step 27

 Solution

Parent step: 6

Moresand, Crystal Travel

Moresand, Crystal Travel (OLD OID) - LON, UK

Contact info	refunds@airtravelguide.com
OID Amadeus	LONCR24RH
IATA	91200255

Step 28

 Solution

Parent step: 6

Air Tickets

Airtickets - Sydney, Australia

ATTENTION ALL:

We should not escalate any case to atsupport@, instead, we were advised to ONLY send requests outside available policies. Before making any kind of contact, please make sure that this information indeed does not exist. In case you would like assistance/ clarifications on COVID-19/ FM policies, please reach out to the relevant Slackroom.

Contact info	atservice@airtickets.com.au international@airtickets.com.au atsupport@airtickets.com.au refunds@airtickets.com.au
OID Amadeus	SYDA828F7 (Amadeus1)
PCC Sabre	55UI
IATA	02343272

Step 29



Parent step: 6

Alsarh Travel Agency

Alsarh Travel Agency - Riyadh, Saudi Arabia

Contact info	TKTConsolidation@alsarh.com.sa If we don't get help by using this address we can contact relsebaie@alsarh.com.sa . But only as a second option.
OID Amadeus	RUHS9328E
PCC Sabre	C7KJ
IATA	71213903

Step 30



Parent step: 6

Avia Center

Avia Center - MOW/OVB/SVX, Russia

Contact info	avia@avia-centr.ru
OID Amadeus	MOWR228TY OVBR228AN (Amadeus1) SVXR228AH (Amadeus1)
PCC Sabre	A1RJ N60J

	W39J
IATA	92226455
	92220041
	92232243

Step 31

 Solution

Parent step: 6

Gold Medal/DNATA

Gold Medal/DNATA - DXB, UAE

Contact info	OTArefunds@goldmedal.ae
OID Amadeus	DXBDN38ET
PCC Sabre	D7SF
IATA	86201054

Step 32

 Solution

Parent step: 6

Lotus tours

Lotus Tours - HKG

Contact info	refund@lotusint.com.hk
OID Amadeus	HKG3838DG
PCC Sabre	Z4L8
IATA	13300254

Step 33

 Solution

Parent step: 6

CTS

CTS - YYZ, Canada

Contact info	Refund/Reissue/Ticketing email support - 24/7
	Reissue/NACO: apireissues@tripro.com

Refunds: apirefunds@trippopro.com

Amadeus Office ID	OAK1S215S
PCC Sabre	17KI

Step 34

 Solution

Parent step: 6

Appleworld (previously TSD/F-ness)

F-Ness/Gallant Tour - TYO, Japan

Contact info	supportota@appleworld.co.jp
OID Amadeus	TYOJA28EA
PCC Sabre	7J0J
IATA	16307001

Step 35

 Solution

Parent step: 5

FLUGO Canada

Huntington (Flight Network) Flugo Canada

Working hours	0900 – 0000 hours (EST/Canada Time)
Contact info	cs@huntingtontravel.net
Amadeus	YTOC42213
PCC Sabre	80QJ
PCC Galileo	372Z/375R
IATA	67701620

ATTENTION



For all other airlines/carriers, it is MANDATORY to make contact with the consolidator for any kind of request. Until further notice, we must ONLY contact Huntington.

Step 36



Parent step: 6

GM Tours

GM Tours - HKT, Thailand

Contact info	autoticketing@gmtour.com
OID Amadeus	HKTOK2118
PCC Sabre	Q87D
IATA	35308895
Other	We are allowed to contact the airlines on our own

Step 37



Parent step: 6

Mona Tours

Mona Tours - TLV, Israel

Contact info	olgam@mona.co.il
OID Amadeus	TLVI3223I
PCC Sabre	1DCJ
IATA	Amadeus 37200925 Sabre 37201662

For Refund delay, please kindly use the "FL Phone Script" found on this link: [here](#).

Step 38



Parent step: 6

Downtown Travel

Downtown Travel

Downtown Travel is an American consolidator.

All communication with the airline needs to go via DTT, with no exceptions.

All tickets are issued and reissued by DTT, and will go via Central Ticketing in UPA.

Contact information DTT

Only to be used by the support team:

Contacts	Mail addresses to DTT	Opening (US times)
Ticketing	TICKETING@DOWNTOWNTRAVEL.COM	24HRS
• SC waiver support • Name change requests • To contact airline	WAIVERSUPPORT@DOWNTOWNTRAVEL.COM	11AM-6PM
Refund	REFUNDS@DOWNTOWNTRAVEL.COM	
Amadeus	NYC1S21EH	

Step 39



Parent step: 6

Belair

Belair - DEL, India

Contact info	General requests: etraveli@belair.in Refund requests: refund@belair.in
OID Amadeus	DELI228XX
PCC Sabre	KM8J
PCC Galileo	3AH2
IATA	14303564
Other	We will not have access to BSP link. For BSPlink operations we need to contact Belair

Belair - LON, UK

Contact info	etraveli@belairtravel.co.uk
OID Amadeus	LONU128VM
PCC Sabre	N/A
IATA	91201036
Other	We will not have access to BSP link. For BSPlink operations we need to contact Belair

Step 40

Solution

Parent step: 6

CVC

CVC- SAO, Brazil

Contact info	<p>Domestic flights: lot.nac@rexturadvance.com.br</p> <p>International flights: lot.inter@rexturadvance.com.br</p> <p>ATTENTION PLEASE, always send (CC): marinamantuan@rexturadvance.com.br</p> <p>- For technical support queries use the following email address: helpdesk@reservafacil.tur.br</p>
OID Amadeus	SAO2R21Z6
PCC Sabre	7HFJ
IATA	57505070

ATTENTION



For **ALL** tickets issued in **Amadeus** office ID **SAO2R21Z6** and for **JJ as operating carrier** and **LA as marketing carrier**.

- When pricing, use the usual pricing entries and insert in the end after up ,**VC-JJ**. JJ stands for the validating carrier (LATAM Brazil). Therefore, the command that should be used is: **FXP/R,UP,VC-JJ**
- The same applies to voiding the JJ tickets in BR OID, therefore the command should be:

TRDC/Lticket line/T-and the validating carrier code

Example:

TRDC/L35/T-JJ - Void the ticket in line 35 that was issued by JJ LATAM Brazil

or

TRDC/TKthe 10 digits of the ticket/T-and the validating carrier code

Example:

TRDC/TK1234567890/T-JJ - Void the ticket number 1234567890 that was issued by JJ LATAM Brazil.

- *Void cancellation needs to be documented for the team: reembolso@rexturadvance.com.br*

Step 41

Solution

Parent step: 6

Tourvest

Tourvest, JNB, South Africa

Contact info	Mashuda.booley@travel.co.za with cc Karen.walker@travel.co.za DO NOT send direct emails to Mrs. Karen Walker. Add her email only as CC.
OID Amadeus (default password)	JNBT23572
PCC Sabre	-
IATA	77216311