

 **Good Practices**

Reservations:

* Reservations can be OW an/or RT, fares chosen can be ZERO, LIGHT, PLUS or FULL combined by fare family however diverse fare family combinations are not allowed (outbound fare family must be same as the return= zero with zero, light with light, Etc…)
* PNR Reinstatement :

Cancelled reservations (example : ticket time limit expired) cannot be reinstated . Agents must book new reservation.

* Agency should not close out PRN when quoting changes or adding new segments within the same record as this will cause SKY system error and passenger may encounter issues at check-in. Kindly ignore quotes in these cases.

Ticketing

* Additional services may be added or changes to reservations may be done .Charges for additional services can be paid online with credit card. For the time being our system is not compatible with reading EMDs.
* For changes or modifications, the reservations must maintain same fare family. Sky fare by rule does not allow this, for example: if reservations was issued in ‘ZERO’ fare, the changes or modification must remain in ‘ZERO’ fare.

Reissues

* Must remain in same fare family in original E-TKT.
* For reissues, it is mandatory to maintain the same fare family from the original itinerary, if not the system will automatically revert to ZERO option, and therefore agent will have to manually insert the FARE BASIS to requote for the reissue. Example: FXQ/A2-QPLUS/A3-KPLUS entry permits selection of specific fare to confirm reissue and maintain same fare family.
* Residual balance are not allowed for reissues.
* The reissue can be historical in case of reservations with one or more flown segments.
* In those cases where passenger has added ancillaries (baggage, seats, Etc…) this change much processed directly with SKY, in order to guarantee the rollover of these products.
* Changes must be done up to 3hours prior to departure or unflown ticket value is voided.

Refunds

* **TICKET VALIDITY**: tickets are valid only until date/time of flight with máximum of 12months as of date of issue. Refunds past this date can be requested for taxes only.
* Agency must request refunds via ARC.
* Passengers can use return segment if they are no show for outbound segment .
* Request for taxes refunds for non-flown segment must be requested after completion of all segments.
* **Reservation Control:** For tickets under responsibility/control of SKY, the system will automatically generate alerts for call to action: SSR OTHS 1A H2 CONTROLS THE PNR -UNABLE TO PROCESS CHANGE.
* When attempting to take control of a segment, the system generates UC (to avoid desynchronization) and will inform via SSR message that the responsibility of the pnr is on H2 side. In this case, the agency should reach out to Contact Centre to request transfer of responsibility and then proceed with modifications to reservation without any problems.

Split after ticketed reservation:

* Upon performing a Split the system will not generate a new sky record, but rather retain the prior Sky reservation record.
* If Passenger is not travelling and requests PNR cancellation, the agency must process SPLIT and cancel passenger not traveling then then proceed with requested changes or request taxes refund.
* For changes in the SPLIT record, agency must first book new segments prior to cancelling old ones and then reissue immediately to avoid system generating add-collect costs for the passenger since this is performed on the original record.