

FROSCH Ticketing Procedures & Tips

10-14-2015

Moving Between PCC's

Check your current PCC: ***S***

** the top line shows the current Area 'A' and notice area F is in PCC- X7YA

```
*S*
KB73 KB73*ASK A
ACTIVE AGENT - K
KB73.KB73*ASK.B
KB73.KB73*ASK.C
KB73.KB73*ASK.D
KB73.KB73*ASK.E
X7YA.KB73*ASK.F
```

Move between areas:

- Click on the Tab at the top of sabre screen

Steps for Booking in X7YA (Non-Delta Flights)

- 1) Find your flights you want to book.
- 2) If International, check Frosch Website for Commission possibilities.
<https://aircom.frosch.com/user/login>
- 3) Make sure you are in the right PCC : ***S***
If you are in the wrong area, change to the correct one: ***F** or **AAAX7YA**
- 4) Book Flights
- 5) Build your PNR using CB, Scripts... just as you normally do.
- 6) Pricing:
 - Without Commission, do normal pricing entry.
 - With Commission: Store price including info found on the Frosch website.
Example: **WPRQ#AAA#KP20**
- 7) Ticket/Fee & Invoice as you normally would.

Accounting

Remains the same. Call our accounting department with any issues. The PCC's are ours and we have full control , do ARC reports, etc.

Agent Information & Queues

Agent information: **N*Agents**

** shows all agents, productivity signs & Queue numbers

Queues: Your queue # will (most likely) not be the same as your number in your normal PCC. Please find your queue number in X7YA and memorize it. You will still have 10 Queues to work with. example : 110 - 119

Office/System Queues: Will be worked by the Support Team throughout the day.

Tips/Warnings

Pulling up a PNR:

If you are not sure what PCC a PNR was built in, you can use this format: ***-XXXX-SMITH**

WARNING** once you pull that PNR up, DO NOT make any changes without making sure you are doing it in the PCC it was ticketed in.

What PCC was the ticket issued in?

Before proceeding with Changes or Exchanges, check where the ticket was issued: enter ***T**

Look for the PCC in the ticketing line:

```
KT/TIME LIMIT
1.T-13OCT-08Q0*AN5
2.TE 0067659116605-AT FRENC/A 08Q0*AF9 1948/08OCT
3.TE 0067659116611-AT FRENC/A 08Q0*ALW 1552/12OCT*
```

Exchanges:

THIS IS SUPER IMPORTANT: You must be sure you are in the correct PCC before doing an exchange! If you do the above format (*-XXXX-smith), then you must check the PCC it was created in before proceeding with the exchange. If you do it in the wrong PCC, it will need to be voided and re-done (same day only) . If it can't be voided , then call accounting and let them know you did a no-no and await your punishment 😊

Using WPNI

If you do WPNI and find a flight option you prefer, STOP and THINK about what PCC you are in and what PCC you need to be in before rebooking.

TIP: If you need to go to X7YA (or vice versa), ignore the flights you have booked. Change to the correct PCC and use the ' Sabre Replay' option.

Step 1 – Change to correct PCC

Step 2 – Click on Tools

Step 3 – Click on Sabre Replay

Step 4 – Highlight all Formats in between your availability entry and the WPNI entry (hold down SHIFT and click on each format) and click OK. All those formats will enter into Sabre. This will save you lots of time!! 😊

