

به: کلیه دفاتر خدمات مسافرت هوایی

تاریخ: ۱۳۹۳/۰۷/۲۷

موضوع: نحوه درخواست سرویس لیموزین در سیستم گالیلو

همکاران دفاتر خدمات مسافرت هوایی

با سلام و احترام

پیرو بخشنامه ارسالی هواپیمائی اتحاد، مبنی بر امکان درخواست لیموزین از تاریخ ۱۴ اکتبر که بر روی کلاس های

بیزینس و فرست قابل اجرا میباشد، بدینوسیله، نحوه درخواست این سرویس بر روی سیستم گالیلو به پیوست حضورتان ارسال

میگردد.

با سپاس فراوان

گالیلو ایران



Etihad chauffeur is not applicable for un-accompanied minors.

Children (0-12 years of age) are not eligible for the Etihad chauffeur service.

Etihad chauffeur service is not eligible for transiting travellers at Abu Dhabi international airport. Etihad Airways network Mileage limitations are applicable to each city where this service is offered. Etihad chauffeur service is available for ticketed PNRs only.

Programmatic SSR EY Limo

Passenger and segment Programmatic SSR LIMO functionality is available for Etihad Airways (EY), when requesting.

'chauffeur service' for eligible customers. The EY LIMO SSR will follow the current programmatic SSR entries and allowed character count.

Structure of SSR EY Limo

Limo	Limo indicator
/	Delimiter
LHR	City or airport code for Limo requested service
PU	Pick up at
	Free form text. It is highly recommended to add the following information: Pick-up time Address with land marks and postal code
DO	Drop off at
	Valid passenger mobile contact number with CTC including country and city code.

Note: EY will not confirm the Limo service if the SSR does not contain the above data.

Separate Limo Service requests are required for the arrival and departure transfer from the same city.

Maximum number of characters in free form text

Special characters such as '*' and '&' etc. should not be used in this free form text field.

Formats

>SI.P1S1/LIMO*AUH PU 1200 LONDON HOTEL DO LHR APT CTC 0011234567

Booking Process for Etihad Airways (EY) Chauffeur Service

- ② Create the PNR or booking file with EY segments in First class or business class, end transact the PNR.
- ② Issue the ticket(s). This includes ticket issuance and ticket exchanges.
- ② Add the SSR(s) for the Chauffeur Service according to the SSR EY Limo structure.
- ② Multiple EY Chauffeur service requests need to be done before the PNR is end transacted.

Note: EY will not confirm the Limo service if the order of this booking process is not followed, these steps are according to how the logic of the 'EY Chauffeur service' server works.

Etihad chauffeur service Response

If Limo Service is confirmed, EY will respond with a KK1 SSR Limo.

If Limo Service is NOT confirmed, EY will respond with UC status code in the SSR EY Limo and with the reason in a SSR OTHS.

Example

The passenger is taking a non-stop flight from Chicago to Abu Dhabi, by error the Limo Service is requested in London, EY does not confirm the Limo service

Pick-up time will only be confirmed by the supplier 24 hours prior to departure pick-up either by contacting the traveller's mobile number or through SMS.

Changing or Cancelling a confirmed EY Limo Service

- ❓ Cancel the EY Limo SSR and end transact the PNR.
- ❓ Wait 3-5 minutes before a new EY Limo is requested.

Note: When an EY segment is cancelled and it has an EY Limo service confirmed, the EY Limo SSR is cancelled automatically.

- ❓ If the cancellation occurs within 24 hours of flight departure, the limo cancellation should be made through EY local contact centre or sales office.
- ❓ If the change is with regard to the pick-up details, this needs to be requested through EY local contact centre or sales office.

Schedule Changes

In the event of a schedule change or flight disruption, Etihad will advise the new pick up time by updating the details into an OTHS SSR in the PNR.

Example

This examples is for illustration purposes.

Galileo (1G) SSR LIMO

Entry :

>SI.P1/LIMO*LHR PU 1200 LONDON HOTEL DO LHR APT CTC 0011234567

Response:

After End Transact, the SSR message is returned with confirm (KK) or unable to confirm (UC) status.

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1234567890123456789012345678901234567890123456789012345678901234
01 5995JO/50 XDBKR C667505 AG 14303376 13AUG
02 1.1TEST/SSR
03 1. EY 20 F 23SEP LHRAUH HK1 1450 #0050 O* E TU
04 FONE-DENT*
05 TKTG-T*
06 VLOC-EY*GTTCEH/13AUG 1445
07 ** SPECIAL SERVICE REQUIREMENT **
08 SEGMENT/PASSENGER RELATED
09 S 1. EY 0020 F 23SEP LHRAUH
10 P 1. TEST/SSR LIMO KK 1 LHR PU 1200 LONDON HOTEL D-
11 O LHR APTCTC 0011234567
12 >
13
```

