

HELPFUL HINTS FOR TRAVEL AGENTS

Continental Airlines proudly supports the travel agency distribution system, and wants to make doing business with us as easy as possible. We hope that this Quick Reference Card is helpful. In an effort to help prevent some common mistakes, which can lead to debit memos and other problems, we offer the following hints and pointers.

BOOK IN DIRECT ACCESS

Whenever possible, please book all PNRs in Direct Access. Doing so can help prevent "Unable to Confirm" messages, service class unavailability and other inconveniences to both agent and client. If you have questions regarding Direct Access, call Executive Accounts at (800) 451-1000.

TRAVEL AGENT REDUCED-RATE TRAVEL

Agencies can earn AD75 travel on Continental Airlines based on the previous year's revenue. All booking and ticketing must be done directly with Continental Airlines. Any agency direct booking or ticketing will result in a debit memo. Please have your unique PIN and ARC number available when calling the Continental Airlines Executive Accounts desk. Each agency should receive their PIN and AD75 allotment via U.S. mail. If your agency did not receive an AD75 notification, please submit a request in writing on agency letterhead, signed by the owner or manager via fax to 800-876-2950 and a replacement letter will be sent to your agency. This is not a Continental fax number.

MULTIPLE-CARRIER PNRs

When booking multiple airline space, please "CAT/ DARE" the PNR, then end and retrieve ("ER") the PNR before placing it on your ticketing queue.

Airport personnel can't see the other airline space in your client's PNR unless you take this small extra step. Doing so helps ensure that your clients' bags are checked through to their final destination.

OTHER AIRLINE SPECIAL FARES/DISCOUNTS

All tickets for other airline special fares, negotiated fares or discount certificates must be plated on that carrier. Your cooperation is appreciated.

MARKET WITHDRAWALS

Continental does not protect agency commissions on market withdrawals. Agencies that involuntarily reaccommodate Continental passengers on another airline receive a commission from the new carrier.

WAIVER CODES

Waiver codes, when issued by Continental to travel agents, must be noted in the ticket designator box, or the tour code box if the ticket designator box is full. PNRs requiring a waiver code must be ticketed within 24 hours.

"TICKET-BY" DATES ARE IMPORTANT

Continental regularly offers discount/promotional fares, designed to fit a variety of budgets. Many promotional and/or "instant purchase" fares have "ticket-by" date requirements. Please keep in mind that all fares are subject to change until ticketed, and advise your clients accordingly.

Additional Comments:
