



Abacus Fully Automated Process of VMCO on CX, KA, CPH & KAH

16 Nov 2009

To streamline the VMCO handling on CX, KA, CPH & KAH, Abacus is pleased to inform you that manual submission of VMCO to CX/KA/CPH/KAH for servicing is no longer required. Abacus will auto queue place the VMCO to airlines, Cathay Pacific Holidays and Dragonair Holidays for servicing as from 16 Nov 09. Acknowledgement upon receipt of VMCO and notification after completion of VMCO required service would be sent to agents via email and OSI. The processes of submitting VMCO to CX/KA/CPH & KAH by hand for servicing and calling to them for enquiry of VMCO servicing completion are fully automated. Agents can benefit **greater convenience**, **higher productivity** and **more efficiency** from this automated process of VMCO in Abacus system only. This Automated VMCO will only be applicable on booking with live segment i.e. passive (GK) segment is NOT allowed.

3 Easy Steps of VMCO issuance:

1. Retrieve PNR
2. Issue VMCO
3. Fill in VMCO Agent Contact Mask



3 Easy Steps of VMCO issuance and queue place to airline

Step 1: Retrieve PNR

Step 2: Issue VMCO

** Fill the "TO" and "ADDL.INFO" in MISC6 with New Requirements**

Example: TO <CX>

CX	= Cathay Pacific
KA	= Dragonair
CPH	= Cathay Holidays
KAH	= Dragonair Holidays

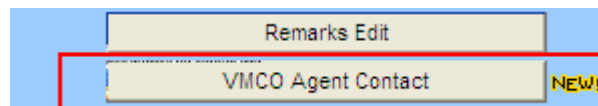
ADDL.INFO <RL-KZ1CD**FL-CX403Y/4NOVTPEHKG**ET-1603328578578// >

RL-	= Airline record locator
**	= Separator
FL-	= Revised Flight number, class / date/ city pair
ET-	= E-ticket number
//	= End

Step 3: Fill in the VMCO Agent Contact Mask.

PNR and VMCO will be auto queued to CX for servicing after completion of the VMCO Agent Contact Mask

** You are **NOT** required to queue the PNR with VMCO data to CX/KA by VMCO Agent Contact mask if VMCO does not require CX/KA for servicing e.g. interline ticket re-issuance. Submission of this type of VMCO to CX/KA office by hand after VMCO issuance is also **NOT** required**



Examples to input Additional information in MISC6:

Example 1: VMCO issued for one PNR, flight information and E-ticket number

ADDL.INFO <RL-J2H23**FL-CX564B/30OCTHKGTPPE**ET-1603328578578//>

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MISC - MCO          RESET AND CLEAR TO EXIT.
FILL IN INFORMATION - DEPRESS ENTER WHEN COMPLETE
PASSENGER NAME      <CHAN/TAI MAN          >
OPTIONAL INFORMATION <                    >
TICKETING AIRLINE CODE<CX>  REASON FOR ISSUANCE CODE <Q>
AGENT REFUND VOUCHER< >    TOUR CODE      <      >
TYPE OF SERVICE <GOOD FOR REBOOKING FEE  >
                        <                    >
TO <CX                >
AT <HKG               >
ENDORSEMENTS <      >
<                    >
<                    >
<                    >
<                    >
CONNECTED TKT NUMBER<  X  > X TO IGNORE AND RETURN < >
  
```



Example 2: 1 VMCO issued for multiple PNRs, flight information and E-ticket numbers.

ADDL.INFO <RL-LJMV6/HJ33A**FL-CX564B/30OCTHKGTP**FL-
CX403Y/04NOVTPEHKGET-1603328578578/1603328578601//TVL**
WZ CHAN/MEI MEI

** You may input supplementary information after // **

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MISC - MCO          RESET AND CLEAR TO EXIT.
FILL IN INFORMATION - DEPRESS ENTER WHEN COMPLETE
PASSENGER NAME      <CHAN/TAI MAN          >
OPTIONAL INFORMATION <                    >
TICKETING AIRLINE CODE<CX>  REASON FOR ISSUANCE CODE <Q>
AGENT REFUND VOUCHER< >    TOUR CODE      <      >
TYPE OF SERVICE <REBOOKING FEE          >
                        <                    >
TO <CX                    >
AT <HKG                    >
ENDORSEMENTS <                    >
<                    >
<                    > ADDL.INFO <RL-LJMV6/HJ33A**FL-CX564B/30OCTHKGTP>
<**FL-CX403Y/04NOVTPEHKG**ET-1603328578578/1603328578601//TVL >
<WZ CHAN/MEI MEI          >
<                    >
CONNECTED TKT NUMBER<  X  > X TO IGNORE AND RETURN < >
  
```



Example 3: VMCO issued for Cathay Holidays or Dragonair Holidays tour package.

~ Please enter **CPH** for Cathay Holidays and **KAH** for Dragonair Holidays into the TO field on first screen of MISC6.

** You are no longer required to submit the VMCO copy to Cathay Holidays or Dragonair Holidays for collection of tour documents. You only need to provide Abacus booking details or airline's Rloc upon collecting the tour documents. **

ADDL.INFO <RL-JJ662//CP9SEL01HKG 7D/6N SEOUL PKG AT LOTTE HTL
SEOUL IN 20MAY OUT 27MAY ADT FARE HKD4239 EXTENSION 4 NIGHT
HKD4040 PLUS TAX P.P.

** You may input supplementary information like tour code, breakdown etc. after //**

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MISC - MCO          RESET AND CLEAR TO EXIT.
FILL IN INFORMATION - DEPRESS ENTER WHEN COMPLETE
PASSENGER NAME      <CHAN/TAI MAN          >
OPTIONAL INFORMATION <                    >
TICKETING AIRLINE CODE<CX>  REASON FOR ISSUANCE CODE <D>
AGENT REFUND VOUCHER< >    TOUR CODE      < >
TYPE OF SERVICE <FULL PAYMENT TOUR PKG    >
< > < > < > < >
TO <CPH
AT <HKG
ENDORSEMENTS < >
< >
< > > ADDL.INFO <RL-JJ662//CP9SEL01HKG 7D/6N SEOUL PKG>
<AT LOTTE HTL SEOUL IN 20MAY OUT 27MAY ADT FARE HKD4239 EXTENS>
<ION 4 NIGHT HKD4040 PLUS TAX P.P. >
< >
CONNECTED TKT NUMBER< > > X TO IGNORE AND RETURN < >

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For more details, please go to:

<http://www.abacushk.com/NewsFlash/UploadNews/UploadedFiles/UploadFolder/Enhancement/CXVMCO16Nov09.pdf>

Should you have any enquiry, please feel free to contact our Helpdesk at 2960-8999.

Thank you for your attention and continuous support.



<http://www.abacushk.com/>

If you do not wish to receive further information from Abacus, please inform us via fax: (852) 2811 9800
若閣下不欲再接收聯亞香港的信息，請傳真至：(852) 2811 9800

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