

Active forms	Department	Description
Name Change	Help Desk	Request for Name correction
Involuntary Refund due to Schedule Change/Misconnection	Help Desk	Address a misconnection case needing refund
Involuntary Reissue due to Schedule Change/Misconnection	Help Desk	Address a misconnection case needing reconnection
Baggage	Help Desk	Request about extra baggage, excess weight or EMD association
Seat Assignment	Help Desk	Submit for Seat selection or EMD association
Agent Discount Request	Sales	Request for Travel Agent Discount
ADM question	Revenue Accounting	Justification about Agency Debit Memo
Agent profile	Sales	Address changes of your profile, or user deletion from your account
Allergies	Help Desk	Declare possible allergies on specific food category
CBBG	Help Desk	Request for extra seat for cabin baggage, musical instrument, infant's car seat or personal comfort
DEPU-DEPA	Help Desk	Report Deportee cases
Dupe tickets	Help Desk	Dupe Cases
Exceptional Refund	Sales	Select the Refund Reason from drop-down list and request exceptional refund
Feedback form	Sales	Send your proposals for AEGEAN Hub enhancements
GDS-NDC malfunction	Help Desk	Report a malfunction in your Distribution System Farelogix or GDS
MEDA	Help Desk	Cases that require Medical Information Form (MEDIF) & doctor's approval certifying that passenger is fit to fly
Mirflex issues	Distribution	Mirflex installation & issues
O.K to board (SC)	Help Desk	Request for Seamen "O.K to board" documentation
NDC connection	Sales	Questions about direct connect , aggregators, etc
PCI certificate	Sales	ETKT direct PCI renewal questions, requests, certificates
Revenue Accounting	Revenue Accounting	Requests for ticketing authority, dispute ADM, debit memo, refunds etc).
Contracted Fares	Sales	Request for private fares or special deals
SPEQ	Help Desk	All sports / Special Equipment on flights operated by AEGEAN/Olympic Air
UMNR	Help Desk	Unaccompanied minor
Sales related issues	Sales	Address questions and requests to sales department other than above standard categories
Waiting List	File	Address a PNR in waiting list status
GDS malpractice report	Sales	Request for analytical report on Global Distribution System malpractices
Report on sales performance	Sales	Request for your production data (Net Flown Revenue)
Other	Help Desk	Didn't you find a category that matches your request?