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**Betreff:** WG: Travel Reservation December 24 for MRS BAKOURA MAIRAMA /  
ReservationCODE: DAJRYN

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**Von:** Rufau Umaru (rouffaou@yahoo.de)

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**An:** allglobalcallcenterteamleaders@ethiopianairlines.com;

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**Datum:** 19:20 Freitag, 23.Dezember 2016

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----- Weitergeleitete Message -----

**Von:** Rufau Umaru <rouffaou@yahoo.de>

**An:** "OnlineBooking@ethiopianairlines.com" <OnlineBooking@ethiopianairlines.com>;  
"reservation@ethiopianairlines.com" <reservation@ethiopianairlines.com>

**Gesendet:** 0:59 Donnerstag, 22.Dezember 2016

**Betreff:** Re: Travel Reservation December 24 for MRS BAKOURA MAIRAMA /  
ReservationCODE: DAJRYN

Dear ET Team,

I send you 3 days ago the email below, I called the ET Office in Belgium as well as the international customer support, but the reservation is not ticketed. Not solved. **Please find attached the details of the transaction (payment) I received from Worldline Creditcard company.**

I made the booking on 14th of december, the online payment was successfull but it is set on PENDING by Ethiopian Airlines.

Please process the reservation and provide the tickets.

Thanks in advance,

Roufaou Oumarou  
Email: Rouffaou@yahoo.de  
Tel: +32 487 845 994

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**Von:** Rufau Umaru <rouffaou@yahoo.de>

**An:** "OnlineBooking@ethiopianairlines.com" <OnlineBooking@ethiopianairlines.com>

**Gesendet:** 15:44 Montag, 19.Dezember 2016

**Betreff:** Travel Reservation December 24 for MRS BAKOURA MAIRAMA / ReservationCODE:  
DAJRYN

Dear ET Team,

I am writing about my reservation of a flight from Douala to Brussel on december 24th for 3 passengers: 1 adult, 1 child and 1 baby. The reservation code is: **DAJRYN**  
The problem: payment made but still the tickets are not issued.

I made the payment for the booking below on December 14th, using my MasterCard N° 5364 9678 5258 9174. The payment was successful as the amount of 934,50 € has been debited from my card.

However the ticket has not been issued and i was requested to contact your helpdesk. I called Ethiopian Airlines Office in Brussel (local phone number 02710060), the colleague on the phone promised to send an email to Addis-Ababa, but since I did not have a feedback few days later I called the global helpdesk number, and I am told to send this email.

In the meantime I called the company **Atos Worldline** to understand what happens with the payment, they said it has been put on status PENDING by Ethiopian Airlines, but they could not tell why.

Can you please check and issue the ticket for my family ? If you need any additional information please feel free to contact me.

Just for information: on December 2 or 4th I tried to book online a flight on December 8th, for the same passengers. I chose for the option to hold the reservation for 24h and pay within the 24h, but when I called less than 15h later, the reservation was canceled with no alternative solution, and my family could not travel. Because my wife wants absolutely to fly ET, she preferred waiting until December 24th to have a flight in the same price category.

Thanks in advance.

Roufaou Oumarou  
Tel: +32 487 845 994  
Email: Rouffaou@yahoo.de

<http://www.fombina.com>

----- Weitergeleitete Message -----

**Von:** Ethiopian Airlines <Reservation@ethiopianairlines.com>

**An:** rouffaou@yahoo.de

**Gesendet:** 0:22 Mittwoch, 14. Dezember 2016

**Betreff:** Travel Reservation December 24 for MRS BAKOURA MAIRAMA

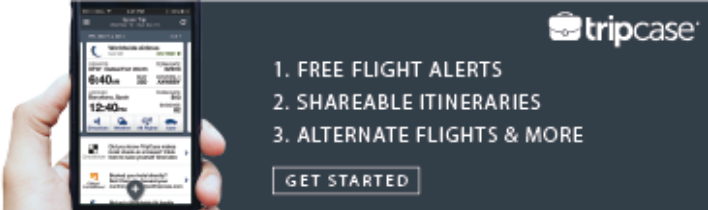
**Please note that this booking is not ticketed**

Your complete travel itinerary is brought to you by Ethiopian Airlines. Use the link below to display your trip plans as well as useful destination information including weather and gate assignments .

**Are you a ShebaMiles Frequent Flyer Program member? If not, JOIN for FREE now and enjoy the benefits to the fullest. Once you sign-up, remember to register your membership number while reservation or check-in to get your miles credited automatically.**

If you want to book a hotel please [click here](#)

**three REASONS**  
TO SIGN UP FOR TRIPCASE BEFORE YOU GO!



1. FREE FLIGHT ALERTS  
2. SHAREABLE ITINERARIES  
3. ALTERNATE FLIGHTS & MORE

[GET STARTED](#)

Reservation code

DAJRYN

For at least one of your flights, you may need to change the aircraft en route even though your ticket may show only one flight number and have only one flight coupon for that flight. Further, in the case of some travel, one of your flights may not be identified at the airport by the number of your ticket, or it may be identified by other flight numbers in addition to the one on your ticket. At your request, the seller of this ticket will give you details of your change or aircraft, such as where it will occur and what aircraft types are involved.



**ETHIOPIAN AIRLINES** Flight Number **ET 905**  
CONFIRMED

Saturday, 24 December

**Departure:** DLA DOUALA, CAMEROON  
12:35PM

**Arrival:** SSG MALABO, EQUATORIAL GUIN  
1:10PM

Please verify flight times prior to departure

Class:	Economy	Duration:	0hour(s) and 35minute(s)
Meal:	Snack	Distance (in Miles):	72
Aircraft:	BOEING 787-8 JET		

**Mrs Bakoura Mairama**

Seat(s): Check-In Required  
Special INFANT SSR CODE / INFANT'S  
Request: INFORMATION - Confirmed

**Miss Asmaau Khairy Oumarou**

Seat(s): Check-In Required

**Miss Amira Iman Oumarou**

[Add to Calendar](#)



**ETHIOPIAN AIRLINES** Flight Number **ET 905**  
CONFIRMED

Saturday, 24 December

**Departure:** SSG MALABO, EQUATORIAL GUIN  
2:10PM

**Arrival:** ADD ADDIS ABABA, ETHIOPIA  
8:45PM

Please verify flight times prior to departure

Class:	Economy	Duration:	4hour(s) and 35minute(s)
Meal:	Lunch	Distance (in Miles):	2099
Aircraft:	BOEING 787-8 JET		

**Mrs Bakoura Mairama**

Seat(s): Check-In Required  
Special INFANT SSR CODE / INFANT'S  
Request: INFORMATION - Confirmed

**Miss Asmaau Khairy Oumarou**

Seat(s): Check-In Required

**Miss Amira Iman Oumarou**

[Add to Calendar](#)



**ETHIOPIAN AIRLINES** Flight Number **ET 704**  
CONFIRMED

Sunday, 25 December

**Departure:** ADD ADDIS ABABA, ETHIOPIA

12:15AM  
TERMINAL 2

**Arrival:** CDG PARIS DE GAULLE, FRANCE  
5:50AM

Please verify flight times prior to departure

Class:	Economy	Duration:	7hour(s) and 35minute(s)
Meal:	Snack	Distance (in Miles):	3463
Aircraft:	BOEING 777-200LR JET		

**Mrs Bakoura Mairama**

Seat(s): Check-In Required  
Special INFANT SSR CODE / INFANT'S  
Requests: INFORMATION - Confirmed  
MUSLIM MEAL - On Request  
BABY MEAL / INFANT/BABY FOOD - On Request

**Miss Asmaau Khairy Oumarou**

Seat(s): Check-In Required  
Special CHILD'S MEAL - On Request  
Request:

**Miss Amira Iman Oumarou**

[Add to Calendar](#)



**ETHIOPIAN AIRLINES** Flight Number **ET 704**  
CONFIRMED

**Sunday, 25 December**

**Departure:** CDG PARIS DE GAULLE, FRANCE  
6:50AM

**Arrival:** BRU BRUSSELS, BELGIUM  
8:00AM

Please verify flight times prior to departure

Class:	Economy	Duration:	1hour(s) and 10minute(s)
Meal:	Snack	Distance (in Miles):	157
Aircraft:	BOEING 777-200LR JET		

**Mrs Bakoura Mairama**

Seat(s): Check-In Required  
Special INFANT SSR CODE / INFANT'S  
Requests: INFORMATION - Confirmed  
MUSLIM MEAL - On Request  
BABY MEAL / INFANT/BABY FOOD - On Request

**Miss Asmaau Khairy Oumarou**

Seat(s): Check-In Required  
Special CHILD'S MEAL - On Request  
Request:

**Miss Amira Iman Oumarou**

[Add to Calendar](#)

[View Trip in TripCase](#)  
[Print Itinerary](#)

You can reach us 24/7 on below numbers  
or on [reservation@ethiopianairlines.com](mailto:reservation@ethiopianairlines.com) for any reservation, ticketing and  
other queries you may have.

Call Center numbers	
USA	1 800 445 2733
UK	0800 016 3449
Sweden	+46 85 051 3549
Hong Kong	800905629
India	000 800 100 7947
Thailand	18001562069708
North China	108007141635/86-4001-589689
South China	108001401619/86-4001-589689
France	800901031
Germany	8001818982
Bahrain	973 1619 9205
UAE	8 000 3570 2401
Saudi Arabia	800 814 0018
Italy	39-0645230459
Egypt	800 000 0411/202-21600-006
Israel	972 3763 1052
Lebanon	00961 142 7627- code6247
South Africa	0800 984 023

We want to hear from you if you have any Complaint or other- travel feedback regarding our service/product; please write us on the [feedback page](#) or mail it to: **CUSTOMER RELATIONS OFFICER, P.O.BOX 1755, Ethiopian Airlines, Headquarters, Bole International Airport, Addis Ababa, Ethiopia.**

#### **Baggage Allowance & Fees for flights to/from the US:**

For Ethiopian-ticketed passengers on Ethiopian-operated flights (ET) the first and second checked bag in Cloud Nine and Economy is free. For ShebaMiles Gold, ShebaMiles Silver and Star Gold passengers, the first checked bag above the complimentary (free) checked bag allowance shown above is also free of charge. The weight of each bag shall not exceed 23 kg (50 lbs)/158 cm (62 inches) max. in Economy; and 32 kg (70 lbs)/158 cm (62 inches) max. in Cloud Nine.

[In Cloud Nine and Economy, including ShebaMiles Gold, ShebaMiles Silver and Star Gold passengers, the fee for any additional checked bags beyond the complementary specified above is \$150/bag each way between the United States and Addis Ababa, Bujumbura, Dar Es Salaam, Entebbe, Djibouti, Juba, Harare, Kigali, Khartoum, MIDDLE EAST, ASIA, and EUROPE, and for other African points that are not mentioned here the fee is USD200.00/bag each way.

Please review [Ethiopian Carry-On](#) for Carry-on bag size and weight information.] [NOTE: Has ET changed its additional checked bag fee policy because we could not confirm these statements from your US website? See attached ET webpage which appears to have different excess baggage rules and fees].

Additional baggage fees may apply in the event of a stopover on an international itinerary

#### **Interline Flights Exception:**

For travel to/from, with US, on an interline itinerary, additional airline fees for baggage may apply. Please refer to the website of the airline operating the first flight segment of your interline itinerary in your electronic ticket confirmation. If the first number in the itinerary starts with

UA (United): [http://www.united.com/CMS/en-US/travel/Pages/ChangedBagRulesOptionalServices.aspx?v\\_ctrk=HHLN\\$0-772-2045-1-1156](http://www.united.com/CMS/en-US/travel/Pages/ChangedBagRulesOptionalServices.aspx?v_ctrk=HHLN$0-772-2045-1-1156)

US (USAirways): <http://www.usairways.com/en-US/traveltools/baggage/baggagepolicies.html>

AA (American Airlines): [http://www.aa.com/i18n/utility/aacom\\_services\\_charges.jsp](http://www.aa.com/i18n/utility/aacom_services_charges.jsp)

AC (Air Canada): <http://www.aircanada.com/en/travelinfo/airport/baggage/index.html>

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## Anhänge

- **worldline\_transaction\_ethiopian\_airlines.pdf (207,33 KB)**
- **Travel Reservation December 24 for MRS BAKOURA MAIRAMA.pdf (31,93 KB)**