

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 7/23/2015 10:28:51 PM
Subject: Mathilde [Email Ref: 150724-000559]

Response (Natalia Molotkova) 07/23/2015 06:28 PM

[REDACTED] hi,

I know you called to issue the ticket for Mathilde. China Eastern denied ticketing due to her name is too long (I issued tickets even with longer names). Due to the agent, who you spoke to to issue the ticket, booked (by taking the last one) a coach seat on the outbound flight, I can't change - reduce name - in the same record, I had to create new record. I spoke to China Eastern, they asked me to leave both records in place and wait till tomorrow, when they can confirm the outbound in coach with the shorter name. So ticket will be issued tomorrow.

So now we have 2 record locators - one with long name - FRJHGT , another with shorter name - RIZKKN. The first one will be cancelled by the airline once they confirmed the second one in coach - only main office can do that and they are closed now, so US office sent them request.

Just don't want you to worry when you haven't received the e-ticket for her today.

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Monday through Friday 10:30am to 7:00pm EST

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