

Flygtaxi Frequently Asked Questions

1. What is the Flygtaxi Red App? The Flygtaxi Red App will allow our Sabre user to book and cancel Ground Transportation Services provided by Flygtaxi. Flygtaxi content includes Airport buses, Arlanda Express (airport train from Arlanda airport to Stockholm city) as well as Taxi transportation to and from Airports in Sweden and some international locations. Taxi Services are in the main Airports in the Nordic
2. How will our agencies get access to this Red App? This app can be downloaded from [Marketplace | Sabre](#). It is free of charge to our agencies.
3. What are the benefits for airlines and agencies? It will save time, improve productivity and enable Sabre connected travel agents to further demonstrate their value by offering popular travel options for every stage of the trip.
4. Will I need to contact Flygtaxi to set up an agreement before I download the App? No, there is a register form in the App. Once it is completed and sent, it will take 2-3 days for Flygtaxi to provide agencies with a user ID and password to access the content. In the register form, you can insert travel account name and numbers and payment is possible with an e-invoice or credit card with a travel account.
5. How will the user see content booked by Flygtaxi Red App? When the booking is confirmed by Flygtaxi a Sabre segment using the OTH segment type with an HK status is created including the vendor's confirmation number.
6. What if I need to provide costs centres and project codes to Flygtaxi? To facilitate the details to reach Flygtaxi it is recommended that all those fields are updated in the PNR before the Red App is launched. As at launch the PNR details will be shipped to Flygtaxi.
7. How do I cancel Flygtaxi bookings? All bookings made via the Flygtaxi Red App are required to be cancelled via the App as well. There is no warning if you accidentally perform X4 to cancel segment 4 – but the transportation is NOT cancelled. Contact support@flygtaxi.se to get the booking cancelled so you don't get charged.
8. I have forgotten my user ID or password to the App – what do I do? Go to [Flygtaxi.se](https://flygtaxi.se) to reset your password or contact support@flygtaxi.se directly.