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PNR Handling Guidelines

PNR Creation

- ✓ Always create the basic PNR with the 5 mandatory elements (Name, Itinerary, Contact, TK element, Reference, End Transaction) and wait for the Airline locator. If the Airline PNR is not reflecting contact the Help-Desk.
- ✓ Do not make further changes / additions into the Amadeus PNR until Airline Record Locator is reverted.
- ✓ Do not ignore the remarks sent by airlines in SSR/OSI formats (regarding Time Limit, Minimum Connecting Time, Duplicate Bookings, etc.) and abide by the same.

Name Change

- ✓ Do not use fictitious passenger names or speculative segments to block space to facilitate future booking requests.
- ✓ Ensure passenger names are identical to travel documents and passports, including complete first names in order to avoid confusion and possible duplicate bookings.
- ✓ Please check GGPCALNCC and also GGAIRXX (or directly with the carrier) for name change policy and to gain name change authorities for each carrier in the PNR.
- ✓ Do not perform XE on name element, instead, always split the PNR & after receiving respective Airline's record locator in both 1A PNRs, the unwanted reservation/PNR can be cancelled.
- ✓ In case of a multiple-carrier itinerary, never Modify/Split/Cancel an Amadeus PNR unless the record locators for ALL Airlines are received on the 1A PNR.
- ✓ Amadeus will not be held responsible for any cancellation of bookings by the airlines, as a result of illegal name change.

Flight Segment

- ✓ Do not cancel an HL (Waitlist) segment and rebook the same flight as HK (Confirmed) in one transaction as it may cause confusion and reject in the airline's system. It is recommended to do this in 2 separate transactions. That is, save the cancellation (of HL Segment) first and then add the new segment (with HK Status).
- ✓ Do not cancel and rebook segments for the purpose of extending the airline's Ticket Time Limit (TTL) as it is considered system abuse by carriers and may result in a PNR cancellation by the carrier. And, further may lead to ADMs for CHURNING.

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- ✓ When making last minute bookings or changes ensure Record Locator Return in the PNR and ticket numbers are present prior to the flight going under airport control (depends on airline access level)
- ✓ Do not create DUPE PNR for Ticket Issuance when the booking is confirmed in Airline system. Instead create PNR with Passive Segments (PK). Check GGPCAxx and HEETTxx to see the carrier participation in Passive Segment functionality.
- ✓ Do not modify segments when PNR is localized or taken over by airlines. Contact the airline directly for any modifications.
- ✓ Do not create multiple trips in the same PNR as it may be considered a duplicate booking in the airline's system. Some airlines consider multiple un-ticketed bookings also as DUPE SPACE HOLDING and hence are likely to raise ADMs for the same.
- ✓ Do not override Minimum Connection Timing warnings at time of ET. Look for alternative connections instead. Also, verify with the respective carrier(s) that the actual connecting time is sufficient.
- ✓ Do not use any of these special characters/symbols (*:;., # $?) in AP, OSI & SSR fields in the PNR. They are not recognized by the airlines systems; hence they can be rejected upon transmission.
- ✓ Never rebook a flight which has already been rejected as HX, UN, NO or UC status. If an airline has rejected the segment to you once they are not obliged to send a second rejection to the same segment.
- ✓ SB Entry should be used for Amadeus Access Carriers only and for others, advice agents to cancel the segments not required, save the transaction and then add new segments. Else, the PNR may get corrupt and lead to Norec.
- ✓ To remove all inactive segments with status codes HX/NO/UC in a PNR, perform RFXX; ERK(xx is your name).
- ✓ Ensure to double check PNRs using Direct Access PNR view facility wherever allowed by the carrier. For direct access entries supported by an Airline, refer to the Help page HEDIRXX where XX is the carrier code)
- ✓ Certain carriers do not allow using the same PNR incase PAX was no-show on it. Hence, create new PNR to issue/re-issue the ticket for a NO-SHOW PAX.

Ticket Time Limit (TKTL)

- ✓ To ensure you don't miss the airlines auto-TTL, we suggest changing your internal TKTL to a date prior to the Airlines TTL (seen in SSR Element).
- ✓ It is recommended to advise ticket numbers well in advance of the airline's auto-TTL in case messaging delays. In cases of last-minute booking/ticketing we recommend to check Direct Access PNR Display or contact the airline directly with ticket numbers.
- ✓ Those PNRs WITHOUT Auto-TTL, suggest creating an OSI/SSR element to advice of the intended ticketing date.
  E.g**. OSYY TKTL15MAY or OSAI TKTL1200/15MAY**
        SROTHSYY-TKTL15MAYor SROTHSMH-TKTL1200/15MAY

(YY – to advise all airlines / MH – for specific airline only)
- ✓ Auto TTL returned by the airline is a generic one, based on the booking/ travel dates/ RBDs. However, a more specific TTL may take precedence based on the fare used.

Ticket Number Advice

- ✓ Tickets must be issued as per the Fare Rules. For example, for Instant Purchase Fares, tickets must be issued immediately after the PNR Creation.
- ✓ Do not insert fictitious ticket numbers just to hold the booking.
- ✓ Even the genuine Ticket Number in FHE (before reissuance) does not suffice to consider the booking as ticketed. In the same context, PNRs with a cancelled/ refunded E-Ticket (though appear in FA element as EV or ER) is still considered un-ticketed.
- ✓ Do not insert duplicate ticket number in SSR/OSI, if FA/FHE element already exists.
- ✓ Refer to GGPCAxx to check if the airlines in the PNR accept T-Ticket Number Transmission.

For more information please contact your nearest Amadeus Helpdesk.