



Quick card

## Amadeus Group PNR with MH

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## Introduction

Amadeus Group Passenger Name Record (PNR) provides the travel agents with a flexible Group management tool to handle parties up to 99 passengers.

### Benefits for the Travel Agent

- Flexibility in the group handling – Agents can handle bookings within the group, as and when customers confirm their travel plans.
- Names can be entered at any time for individual passengers or all group members. Easy tracking of number of assigned names – Counters are automatically adjusted for assigned and unassigned names, when individual names are being added or unassigned names being cancelled.
- Faster PNR creation - Non-Homogeneous condition is available for passengers not fully sharing the same itinerary. It enables the agent to create different itineraries for different passengers in the same PNR, which is then split at End-Of-Transaction.
- Reduce phone calls to the airline on group booking queries
- Most comprehensive PNR retrieval system

### Benefits to the Airline

- Reduce the need of passive segments
- Flexibility and ease of usage
- Reduce the number of people dedicated to group confirmation in their service centre

Malaysia Airlines (MH) now participates in Group PNR product with AMADEUS. With this implementation, travel agents able to create a C/ group PNR on MH flights under some conditions.

This document stands for a step by step group booking guide for Amadeus users and MH – Malaysia Airlines.

## Automated group bookings in Amadeus

Malaysia Airlines has automated the process of group bookings. The booking and maintenance of groups can be handled by authorized agents in Amadeus (not applicable for Codeshare flights).

### Group PNR creation in Amadeus

#### Step 1: Availability display

The Groups booking class will not be displayed in MH availability displays. However the Groups requests have to be done using a neutral availability and a short sell entry.

**AN 15DEC KUL HKG /AMH**

AN15DECKULHKG/AMH																
** AMADEUS AVAILABILITY - AN ** HKG HONG KONG.HK											263	MO	15DEC	0000		
** NK *HOTEL NIKKO HONG KONG *HKG001* *NEW RENOVATED SPECIAL																
** SEASONAL PROMOTION *WORLD FAMOUS HK SKYLINE >HANKHKG001																
1	MH	072	C4	J4	D4	Y4	W4	K4	B4	KUL	M	HKG	1	0915	1300	E0.772
3:45			H4 M4 Q4 S4 V4													
2CX:	MH9720		C4	J4	D4	Y4	W4	K4	M4	KUL	M	HKG	1	0925	1320	0.773
3:55			B4 Q4 H4 S4 V0													
3CX:	MH9722		C4	J4	D4	Y4	W4	K4	M4	KUL	M	HKG	1	1345	1745	0.330
4:00			B4 Q4 H4 S4 V4													
4CX:	MH9724		C4	J4	D4	Y4	W4	K4	M4	KUL	M	HKG	1	1750	2145	0.330
3:55			B4 Q4 H4 S4 V4													
5	MH	074	C4	J4	D4	Y4	W4	K4	B4	KUL	M	HKG	1	1845	2230	E0.330
3:45			H4 M4 Q4 S4 V4													
6	MH2604		C4	DR	Y4	K4	W4	M4	Q4	KUL	M	BKI		0715	0950	E0.734
7:15			S4													
	MH	382	C4	D4	Y4	K4	W4	M4		BKI		HKG	1	1140	1430	E0.734
7:50			H4 S4 V4 L4													
7	MH	068	C4	D4	Y4	W4				KUL	M	BKI		1500	1735	E0.734
	KA:	MH9062	C4	J4	W4	K4	M4	B4	Q4	BKI		HKG	1	1950	2250	0.320
7:50			H4 S4 V4 L4													

### Step 2: Short sell entry from the availability display:

The entry to request seats is as follows: **SS 15 G5/SG** (request 15 seats for flight in Line 5). The response will always be a request booking with status "HN".

**SS15G5/SG**

RP/NCE1A0990/															
1	MH	074	G	15DEC	1	KUL	HKG	NN15		M	1845	2230	330	E	0
SEE RTSVC															

### Constraints:

- This Group Booking procedure is applicable for the **F, P, A, C, J, D and G booking classes only**. All Groups requests for other bookings classes will be rejected by MH.
- A Group PNR for MH flights **must only contain MH segments**. No other airlines must be part of the itinerary.  
If the Travel Agent tries to add a non-MH segment to the Group PNR, the following message will be displayed:

MH GROUP PNR CANNOT CONTAIN SEGMENTS OF OTHER AIRLINES
--

- A Group PNR for MH flights has a maximum of **32 passengers** including a maximum of 2 Tour Leaders (when applicable); otherwise the request will be rejected by MH.

### Step 3: Enter the Group Name

The Group Name must follow a specific naming convention. The group bookings which do not follow this convention will be rejected. To add a Group Name the Travel Agent must enter:

#### NG15MUC/AD/OT/SKIPARTY

Where:

- **NG** is the Group Name entry in Amadeus
- **15** is the number of passengers in the Group
- **MUC** is the city code of the agent requesting the group
- **AD** is the booking type Code (always AD).
- **OT** is the Group Type Code (always OT)
- **SKIPARTY** is the Group Name in Free Text

#### NG15MUC/AD/OT/SKIPARTY

```
RP/NCE1A0990/
0. 15MUC/AD/OT/SKIPARTY NM: 0
1 MH 074 G 15DEC 1 KULHKG NN15 M 1845 2230 330 E 0
SEE RTSVC
```

### Step 4: Enter the Group Fare

The Group Fare element (SSR GRPF) states the MH GIT fare amount (Net Market Fare) being used. It must be entered by the agent and must follow a specific convention:

#### SSR GRPF MYR1000

Where:

- **MYR** is the currency code to be used.
- **1000** is the MH GIT fare amount

To enter the mandatory fare element:

#### SRGRPFMH-MYR100

```
RP/NCE1A0990/
0. 15MUC/AD/OT/SKIPARTY NM: 0
1 MH 074 G 15DEC 1 KULHKG NN15 M 1845 2230 330 E 0
SEE RTSVC
2 SSR GRPF MH MYR100
```

### Step 5: Enter the SSR GRPS element

The SSR GRPS TCP element is mandatory at Group PNR creation time. The format is the later:

**SRGRPSYY-TCP 15MUC/AD/OT/SKIPARTY**

Where:

- **15** is the number of passengers in the Group
- **MUC/AD/OT/SKIPARTY** is the Group Name

**SRGRPSYY-TCP 15MUC/AD/OT/SKIPARTY**

```
RP/NCE1A0990/
0. 15MUC/AD/OT/SKIPARTY NM: 0
  1 MH 074 G 15DEC 1 KULHKG NN15      M 1845 2230   330 E 0
    SEE RTSVC
  2 SSR GRPF MH MYR100
  3 SSR GRPS YY TCP 15 MUC/AD/OT/SKIPARTY
```

**Step 6: Group Request finalization**

To finalise your booking the following entries are required:

- **TKTL** Ticketing arrangement (like Time Limit for agents to follow-up)
- **RF NH** Received from
- **AP** Agency phone contact

```
RP/NCE1A0990/
RF NH
0. 15MUC/AD/OT/SKIPARTY NM: 0
  1 MH 074 G 15DEC 1 KULHKG NN15      M 1845 2230   330 E 0
    SEE RTSVC
  2 AP NCE 33(0)4 92946200 - AMADEUS SERVICE MANAGEMENT CENTRE -
    A
  3 TK TL15NOV/NCE1A0990
  4 SSR GRPF MH MYR100
  5 SSR GRPS YY TCP 15 MUC/AD/OT/SKIPARTY
```

**Step 7: End of Transaction**

The last step for the initial Group PNR creation is the end of transaction (ET or ER commands).

**Auto Waitlist**

MH will first automatically waitlist the segment(s) (see example below after a PNR retrieval):

```
--- RLR ---
RP/NCE1A0990/NCE1A0990          MH/RM  27MAR08/1536Z   3IYDMO
0. 15MUC/AD/OT/SKIPARTY NM: 0
  1 MH 074 G 15DEC 1 KULHKG UU15 1845 2230  15DEC  E  MH.J57WDJ
  2 AP NCE 33(0)4 92946200 - AMADEUS SERVICE MANAGEMENT CENTRE -
    A
  3 TK TL15NOV/KULMY2102
  4 SSR GRPF MH MYR100
  5 SSR GRPS YY TCP 15 MUC/AD/OT/SKIPARTY
```

Direct Access PNR Display on MH side:

**1MHRT <MH Record Locator>**

```
1MHRT J57WDJ
** MH - MALAYSIA AIRLINES **
MUC1A3IYDMO/KULMY2102/20
J57WDJ
```



```

1.C/15MUC/AD/OT/SKIPARTY  2.15MUC/AD/OT/SKIPARTY
1 MH  74 Y 15DEC KULHKG  HL15      1845-1 2230-1 Y-G
GRP DETAIL
NAMES ALREADY ENTERED      15      NTBA      0
** MISCELLANEOUS SSR EXIST **      *SM
GFAF
1 SSRGRPSYY  TCP15MUC/AD/OT/SKIPARTY
2 OSI YY CTCT KUL 603-4270 1522 YHA TRAVEL N TOURS

```

**1MHMD** – Move Down

**1MHMU** – Move Up

**Note:**

- if the Travel Agent is has not been granted by MH the right to request groups, the status of the segment(s) will be NO and the following SSR will be appended to the Group PNR:

```
SSR OTHS 1A PLS CANX BKG AND CTC LCL MH OFFC
```

## Group PNR confirmation

MH will then **confirm** the waitlisted segments and add the **time limits** information:

```

--- RLR ---
RP/NCE1A0990/NCE1A0990      MH/RM  27MAR08/1536Z  3IYDMO
0. 15MUC/AD/OT/SKIPARTY  NM: 0
  1 MH 074 G 15DEC 1 KULHKG  KL15 1845 2230 15DEC E MH.J57WDJ
  2 AP NCE 33(0)4 92946200 - AMADEUS SERVICE MANAGEMENT CENTRE -
    A
  3 TK TL15NOV/KULMY2102
  4 SSR GRPF MH MYR100
  5 SSR GRPS YY TCP 15 MUC/AD/OT/SKIPARTY
  6 SSR OTHS 1A  GRPD 1400 KUL/01DEC
  7 SSR OTHS 1A  GRPN 1400 KUL/04DEC
  8 SSR OTHS 1A  GRPT 1400 KUL/10DEC

```

The Advise Name (GRPN), Deposit (GRPD) and Ticketing (GRPT) deadlines are set by MH and reflected in the AMADEUS PNR.

**Note:**

- The different time limits/deadlines must be strictly adhered. Please observe the latest time limit given by MH appended in SSR item.
- Failure to comply with the deadline set will result in **auto cancellation without prior notification**.
- Request for **extension of Time Limit** is to be emailed to MH mailbox: [\\$\\$masgtl@mas.com.my](mailto:$masgtl@mas.com.my)

Confirm the status code change using the ERK transaction.

## Update and Servicing of Group Bookings

### Step 8: Fill the passenger names

#### Individual Passenger Names

**Note:**

- All Passenger's name must be advised in **one single transaction** using the Transmit Name entry NT when all the names are known and filled in the Group PNR (using a classic NM entry)
- Partial name advice **is not allowed**. Strictly adhere to the deadline given by MH (GRPN)

Use the RTN command to display all the passengers' names:

**RTN**

```
RP/NCE1A0990/NCE1A0990          MH/RM  27MAR08/1536Z  3IYDMO
0.  0MUC/AD/OT/SKIPARTY  NM:15
BKD:15          CNL: 0          SPL: 0
  1.DURBEC/JULIE      2.DURBEC/DOMINIQUE  3.DURBEC/MIREILLE
  4.HAUVILLER/NICOLAS  5.HAUVILLER/JACQUES
  6.HAUVILLER/JOSSELYNE  7.HAUVILLER/MARION
  8.HAUVILLER/FREDERIC  9.KUMAR/TESTA  10.KUMAR/TESTB
 11.TEST/AMADEUSA  12.TEST/AMADEUSB  13.TEST/AMADEUSC
 14.TOURLEADER/A  15.TOURLEADER/B
```

**Tour Leaders**

A Group PNR can contain up to 2 Tour Leaders (when applicable). By default the Tour Leader Names must follow this naming convention:

- TOURLEADER/A
- TOURLEADER/B

**Note:**

- Name change for Tour Leaders is allowed only ONCE (when the real names of the Tour Leaders are known)

**Unused Names****Note:**

- All unutilised seats are to be released immediately.
- If only a part of the group is materialised, please insert the confirmed names and end transaction (ER).
- Proceed to divide accordingly and cancel the unutilised seats (see example below)

If there are 4 unassigned seats in the Group PNR, split the Group PNR with the unassigned seats only (SP0..x where x is the number of unassigned seats):

**SP0.4**

```
--- RLR ---
-ASSOCIATE PNR-
RP/NCE1A0990/NCE1A0990          AA/SU  27MAR08/1647Z  XXXXXX
0.  4MUC/AD/OT/SKIPARTY  NM: 0
  1  MH 074 G 15DEC 1 KULHKG HK4 1845 2230 15DEC E MH.J57WDJ
  2 AP NCE 33(0)4 92946200 - AMADEUS SERVICE MANAGEMENT CENTRE -
    A
  3 TK TL15NOV/KULMY2102
  4 SSR GRPF MH MYR100
  5 SSR GRPS YY TCP 15 MUC/AD/OT/SKIPARTY
  * SP 27MAR/AASU/KULMY2102-3IYDMO
```

A Child PNR is created displayed, which has to be filed using the EF command. Once the Parent PNR is finished (ET or ER), retrieve the Child PNR containing the unassigned seats and cancel the itinerary.

### Ticket Issuance

- When issuing tickets, it is recommended to issue tickets for **7 persons per transaction** to ensure that ticket information – SSR TKNE – is transmitted to MH successfully and to avoid rejects.
- All group tickets must be issued in sequence / in series.

### Special Services

- MH **does not permit** Travel Agents to request for **meal** and **seat** request in Group PNR. Please direct such request through MH
  - FQTV is not applicable
  - Name change is not allowed
- 
- ▶ **Non compliance on the above guidelines will result in the group booking being cancelled.**
  - ▶ **Continuous non compliance or abuse will result in travel agents being restricted from making further group request on MH flights.**