

Customer Service News Flash

Amadeus Flash

Dear Travel Partner,

NACIL (IC) has already implemented Compulsory Auto Ticketing & Auto Time Limits. The slabs being used for the time limits would be as follows:

Bookings Made (Prior to the date of Travel)	Time Limit (calculated from the date/time of PNR Creation)
357-100 days	45 days
99-60 days	30 days
59-21 days	10 days
20-07 days	3 days
06-03 days	24 hours
02- 0 days	08 hours

Also apart from the Time Limits, please note the following SSRs the system would be generating,

- SSR "ADTK" (Advice Ticket details) message would be incorporated in the PNRs along with the Time Limit at the PNR creation time.
- Only Auto Ticketing element shall be allowed in all PNRs i.e. only TKNA and/or TKNE options shall be permitted to incorporate ticketing details.
- TKNM element (manual incorporation of ticket details) is not permitted – system will generate an SSR OTHS advising Agent location that "Only Automated Ticket permitted" in addition to the SSR ADTK message.

For any clarification, please contact your nearest NACIL office or call our 24 x 7 nationwide toll free number 1800 111 200.

**Amadeus
Customer Service**

24 X 7 Access to Amadeus
Customer Service at
Nationwide Toll free
1800-111-200

**Live Chat Function in
Amadeus Selling Platform**

Connect to Amadeus
Customer Service through
Live Chat Function in
Amadeus Selling Platform

**Mail to
Customer Service**

help@amadeus.in

**Know more
about Amadeus**

www.amadeus.in

**Amadeus
Learning City**

Learn Amadeus using
self paced learning solution
Amadeus Learning City –
www.alc.amadeus.com