IMPORTANT DO'S & DON'TS

Pnr Creation

✓ Always create the basic Pnr with the 5 mandatory elements (Name, Itinerary, TK element, Reference, End Transaction) and wait for the Airline locator and then add OS or SR remark. If the Airline Pnr is not reflecting contact the Help-Desk.

✓ Amadeus maintains a Link of 3 minutes with the Airline System, ensure to create your PNR within this time frame. Once the Airline Record Locator is received, further changes / additions can be made.

✓ Agent should always check the remarks displayed below the Segment, at the time of selling the seat. (For E.g. if the link is down and the seats are sold in Standard Access a message is displayed as – LINK DOWN SOLD IN STANDARAD ACCESS). At such instance, wait for the Link to be restored and then proceed with the Pnr creation. In case the Pnr has already been made, wait for a KK status message from the Airline, this will ensure your seat confirmation.

✓ Do not reconfirm the flights immediately after reservation and/or without ticket numbers updated in the Pnr.

✓ Ensure to check MCT between two points, as certain Airlines don't give record locator due MCT not met.

Ticket Time-limit / Transmission Guidelines

✓ It is important to follow the time limit deadlines provided by the Airlines in the Pnr & apparently for Airlines, which do not send time-limit messages/ reminders, then agents need to refer to the fare notes or respective Airline for the time limit policy.

✓ Never pass the ticket numbers at the time of Pnr creation, they may not get transmitted and booking may get cancelled due to no ticket numbers.

✓ Do not advise dummy ticket numbers in a reservation to hold the booking. Airlines may not receive or process two ticket numbers for the same routing at the same time.

✓ Refresh ticket numbers in the Pnr after itinerary changes done post ticketing. Re-transmit the Ticket Numbers, using FHA for automated and FHE for E ticket numbers.

OSI / SSR Messages

✓ Always pass passenger contact details such as phone/mobile so that the Airline contact the passenger incase the flight is delayed/disrupted.

✓ Refrain from putting characters such as ". / # *& @ In OSI or SSR messages as same cannot be processed by some Airlines (For E.g. AI – if there are more than 3 dots in OSI message, that OSAI message is not transmitted to the Airline).

Dupe Pnrs / Pnr modification

- ✓ Avoid creation of dupe Pnrs

- ✓ Never create new Pnrs if Airline Record Locator is not coming in one Pnr. In case a new Pnr has been created in such a case and the Airline Reloc has come, do not cancel the previous Pnr one, as this may lead to cancellation of new booking in the Airline system.

- ✓ Never make cancellation and re-booking in same transaction, many Airlines cannot process such messages that reach them together in one transaction. Such Pnrs can become a No-rec at the Airline's end.

- ✓ It is recommended to cancel a segment first, do EOT (End-of-transaction) and then rebook the same segment in the Pnr.

- ✓ When a Pnr is made on the Amadeus and subsequent changes are made with the carrier directly, the Pnr gets localized. In such cases, further updates made on the CRS do not reach the Airline. Therefore, all subsequent changes should be made with the Airline directly and not on the System.

Name change / Split procedure / Reconfirmation of segments

- ✓ Name changes in Amadeus are not allowed. If there is a written authority from the Airline received for the same as a SSR message, the same can be done, however, if the Pnr does not get synchronized with the Airline system, please contact the Airline directly.

- ✓ Do not perform XE on name element, instead, always split the Pnr & after receiving respective Airline recloc in both 1a Pnrs, the unwanted reservation/Pnr can be cancelled.

- ✓ Ensure correct Split Procedure is done. After Pnr split, ensure to get the Airline recloc prior to any further changes/cancellation in both (original / split) Pnr.

- ✓ Not all Airlines allow reconfirmation on the system; hence it is important to know/check individual Airline policy prior to reconfirmation.

- ✓ All types of HX/UC/NO segments should be deleted from the Pnr with the ETK / ERK entry.

Ticketing Guidelines : Paper Tickets

- ✓ Use Pnr Claim Facility in case the booking is directly made in the Airline system. Alternatively, Passive Pnr can also be made. Both Pnr Claim and Passive Pnrs facilitate E-ticketing as well. Refer to individual Airline policy for the same prior to ticketing.

- ✓ All pre validation checks to be performed prior to ticket issuance to avoid any mis-match or ticket voiding.
    - o Check the TSD – it should match with the next physical ticket in the printer
    - o Check the print queue – It should be open and empty (PQD/A1)
    - o Check TZD is empty
    - o Check the ticket alignment is proper. The stock should not be bent from perforation and should not be torn.
    - o Ensure there is sufficient support attached to the tickets in the printer.
    - o All the printer icons should be green and the cables should not be loose or out.

- ✓ While trouble shooting, if the ticket is not printed please call the Helpdesk and do not attempt a TZSTART

Amadeus Customer Service	Live Chat function in Vista	Mail to helpdesk	Know More about Amadeus	Amadeus Learning City
odesk 24 X 7 nwide Toll free to Amadeus at 00-111-200	Connect to Amadeus Helpdesk through Live Chat function in Vista	help@amadeus.in	www.amadeus.in	Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com

2

as this may cause mismatch.
- ✓ TTP/PT/RT entry not to be given, as this leads to delay of FA element generation and booking can get cancelled due to no ticket number generation.

- ✓ Never do a RFXX; ER entry until the FA is generated as it leads to delay of the Auto-ticket number generation.

- ✓ Ticketing on Credit Cards can be done, as a form of Payment but Refunds on these Credit Card Transactions are not allowed. This applies to Paper and E tickets both.

E-ticketing

- ✓ E ticket are printed by default when a TTP entry is done. Please remember that in order to issue Paper tickets, the entry TTP/PT must be done.

- ✓ Ensure to check HEETTXX Page before issuing an E-ticket

- ✓ Multiple TTP entry not to be given, especially for E-tickets.

- ✓ For Net Remit tickets the FP MUST be FPnr+CASH/TOTAL TST VALUE and not 0 as this may cause problems if this ticket is put for refund.

- ✓ If you receive a rejection or an error message while issuing an E-ticket contact the Amadeus Helpdesk.

- ✓ FOID is mandatory on some Airlines, E.g. AI (AI accepts only Passport numbers as FOID any other FOID will get rejected at the time of E-ticket print thereafter disallowing any further ticketing to that Pnr)

Fare Pricing

- ✓ Do not create test Pnrs only for pricing purposes. Instead you can create Pnrs with GK segment or use the Amadeus pricing by mask functionality (FQP/S option)

- ✓ Fare quoted from FQP is for information purposes only as they may not include certain taxes / surcharges.

- ✓ Use FXP/R, VC-XX for correct YQ / YR Tax in case of Multi carrier Itineraries

Refunds

- ✓ The status of an E-ticket should always be O to void or refund.

- ✓ Reissued E-ticket cannot be voided but can only be refunded.

- ✓ In case an E-ticket refund has been processed incorrectly on the system, can be cancelled on the same day but the E-ticket status cannot be changed. The agent will need to speak to the respective Airline for follow-up.

- ✓ Partial refund to be initiated only after journey is complete. (Check the TWD and confirm the sectors that passenger has traveled has status F).

- ✓ Credit Card Refunds are not allowed by BSP. Please contact BSP and the Airline for further assistance on Credit Card refunds.

Amadeus Customer Service	Live Chat function in Vista	Mail to helpdesk	Know More about Amadeus	Amadeus Learning City
pdesk 24 X 7 nwide Toll free to Amadeus at 00-111-200	Connect to Amadeus Helpdesk through Live Chat function in Vista	help@amadeus.in	www.amadeus.in	Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com

Insurance

✓ Insurance segment has to be cancelled directly with provider since the cancellations are not allowed to be done on the CRS.

For detailed Pnr and Hotel Reservation Guidelines, please refer to the same on www.amadeus.in
Under Customer Service News

Amadeus Customer Service	Live Chat function in Vista	Mail to helpdesk	Know More about Amadeus	Amadeus Learning City
odesk 24 X 7 nwide Toll free to Amadeus at 00-111-200	Connect to Amadeus Helpdesk through Live Chat function in Vista	help@amadeus.in	www.amadeus.in	Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com