

Customer Service News Flash

Amadeus Flash

ES READ AND TICKET

We are pleased to introduce the enhancement to the PNR Security Extension (ES Entry).

YOU CAN NOW EXTEND YOUR PNR TO AN AMADEUS TICKETING OFFICE WITHOUT ANY POSSIBILITY OF YOUR BOOKING BEING MODIFIED.

ESBLR1A0980-T

This means office BLR1A0980 will be able to retrieve the PNR only in "READ & TICKET" Mode

ES - Transaction code
BLR1A0980 - Office Id
- - Mandatory Separator
T - **Access mode (TICKETING ACCESS ONLY)**

BENEFITS TO THE PNR OWNER

- Eliminates the risk of PNR modified by the ticketing office.
- Does not loose the responsibility of the PNR.
- Applies to non – group as well as group PNRs.

CHARACTERISTICS FOR THE TICKETING AGENT

- Can display the PNR and perform the ticketing entries.
- Cannot change passenger name.
- Cannot add/rebook/cancel flight segment.
- Cannot split PNR.

For more details, please refer HE ES or contact your nearest Amadeus Customer Service.

Amadeus Customer Service

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

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