

News Flash

Amadeus Flash

Reservation Modification Guidelines

Dear Travel Partner,

We hereby wish to emphasize upon the correct PNR Handling procedure with regard to reservation modification which could help you & your customer avoid NOREC situations.

Example:-

Cancellation/Rebooking done in same transaction may lead to rejects, hence to avoid no record, it is highly recommended NOT to cancel & rebook flight segment/s in same transaction.

Do's

Cancellation & Rebooking done is separate transaction (RFname;ER)

XS/IC 694 L 09JAN 6 BKKBOM HK1 2030 2305/NN *1A/E*
RF-name -AMDVS33333 SU 1234AB 04JAN/0935Z
AS/IC 694 E 15JAN 6 BKKBOM LK1 2030 2305/NN *1A/E*
RF-name -AMDVS33333 SU 1234AB 04JAN/0935Z

Don'ts

Cancellation & Rebooking in same transaction (RFname;ER)

XS/IC 694 L 09JAN 6 BKKBOM HK1 2030 2305/NN *1A/E*
AS/IC 694 E 15JAN 6 BKKBOM LK1 2030 2305/NN *1A/E*
RF-name -AMDVS33333 SU 1234AB 04JAN/0935Z

XS - Segment Cancellation

AS - Segment Added

We recommend you to refer **GGMAINTKT** page on Amadeus for details on correct reservation guidelines

Also a number of airlines support **PNR DISPLAY** functionality, wherein you can display your PNR details as in the Airline system.

To know which airlines support PNR DISPLAY functionality, you can refer HEDIR xx (xx is 2 letter airline code) Few to name are carriers below largely sold in Indian market that support PNR display:- **AI IC SQ IT CX AA AZ BI CI CO MH US VS W5**

For more information, contact your Amadeus Helpdesk

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