

CRS BEST PRACTICES

Please DO NOT-

- Separate Married Segments for any purpose or manipulate the central reservation system or Global Distribution System to circumvent CX/KA Married Segment Control logic. CX/ KA's Married Segment Control logic applies to: CX-CX, KA-KA, CX-KA, KA-CX, CX-Other Airline, KA-Other Airline connections and their code-share flight segments.
- Create duplicate booking in the same passenger name record (PNR) or across PNRs for the same passenger.
- Create impossible travelling itineraries by holding concurrent confirmed flights on the same time period where the passenger could not travel simultaneously.
- Create booking which violates the minimum connecting time requirement as defined by individual airlines.
- Create any fictitious bookings including testing or training bookings that could block off CX/KA inventories in the live GDS environment.
- Create any booking / transaction for achieving productivity (incentive) target set by GDS providers.
- Repeatedly create waitlist segment, which in any case does not increase the chance of waitlist promotion.

Please DO –

- Provide customer's first and last names which are identical to those in the customer's travel document.
- Provide passenger's local contact on every point of departure to CX/ KA via the GDS phone field. It is for ensuring CX/ KA able to contact the passenger for disruption handling.
- Use the local point of sales terminal to make reservation. Cross border selling is prohibited
- Use the same CRS for making bookings, creating itineraries and ticketing.
- Action queues promptly and regularly to ensure that all the segment status codes and departure time/arrival time are updated and notify passengers of any changes as soon as possible.
- Take appropriate and timely follow-up action for any un-ticketed bookings, including cancelling any reservations that have been cancelled by the customer and releasing such CX or KA inventory.
- Promptly remove all unwanted / cancelled/ passive / inactive segments to the history portion of PNR.
- Use the GDS itinerary pricing function instead of creating a PNR with active segment merely for performing fare quotations.
- Use GDS "Bridge and Branch" or "PNR queue" function to access the active PNR in the same GDS for ticketing purpose.
- Request group booking via CX/ KA's local sales office directly.