Amadeus Reservation Guidelines

We wish to share the guidelines for PNRs, for better handling of routine Reservation related transactions on Amadeus.

PNR Creation

➢ PNR should be created with only 5 basic mandatory elements (commonly known as PRINT - Phone, Received From, Itinerary, Name, and Ticketing Element).
➢ Any additional / optional information to airline (like GST Information) through SSR/OSI Elements should be added after Amadeus PNR is created and airline's record locator is received.
Adding SSR elements while creating PNR may lead to NOREC in airline's system.
➢ Please do not ignore the remarks sent by airlines in SSR/OSI formats (regarding Time Limit, Minimum Connecting Time, Duplicate Bookings, etc.) and abide by the same.
➢ Please refer Airline's guidelines when creating booking for more than 9 passengers, as Airline may consider them as group bookings and may have specific format to manage the same.

Dupe PNRs / PNR modification

➢ Please wait for airline record locator before proceeding with any changes to the air segments.
➢ Avoid cancelling the existing PNR and creating new Amadeus PNR for same Flight/Passenger details, incase airline's record locator is not received instantly.
Doing so, may cause cancellation on the Live booking (s) in airline's system.
➢ When a PNR is made on Amadeus and subsequent changes are made with the carrier (Non-Amadeus User airline) directly, the PNR gets localized.
In such cases, further updates made on the CRS may not reach the Airline. Therefore, all succeeding changes should be made with the Airline directly and not on the Amadeus System.
Alternatively, request the airline to generate a TK message with the segment added by airline in their system to keep both Amadeus and airline PNR in synch.
➢ Please do not create multiple trips in the same Amadeus PNR, as it may be considered a **duplicate booking** in the airline's system.
Some airlines consider multiple un-ticketed bookings also as DUPE SPACE HOLDING and hence are likely to raise ADMs for the same.
➢ In case of a multiple-carrier itinerary, never Modify/Split/Cancel an Amadeus PNR unless the record locators for ALL Airlines are received on the 1A PNR.
➢ Certain carriers do not allow using the same PNR incase PAX was no-show. Therefore, please create new Amadeus PNR to issue/re-issue the ticket for a NO-SHOW PAX.

- Certain carriers do not allow changes in existing PNR and give the prompt for waitlist closed while saving the segments.
  In such cases, contact the respective carrier directly to add the segment and request them to send "TK" on Amadeus system to synchronize itinerary with 1A PNR.
- Please do not cancel the PNR where passenger has already checked-in on a flight, as many Airlines do not allow the cancellation on "C" (Checked-In) status and consider the Passenger as No-Show.
  In such cases, kindly get the passenger De-Checked from Airlines and cancellation should be performed on Amadeus after Ticket status is changed to "O" (Open).
- Please do not cancel an HL (Waitlist) segment and rebook the same flight as HK (Confirmed) in one transaction as it may cause over-lapping of transaction, further leading to rejection in the airline's system.
  It is recommended to perform such entries in 2 separate transactions. That is, save the cancellation (of HL Segment) first and then after few minutes, add the new segment (with HK Status).
- When making last minute bookings or changes, please ensure airline's Record Locator Return in the Amadeus PNR and ticket numbers are present prior to the flight going under airport control (depends on airline access level).
- Please do not override Minimum Connection Time warning at the end of transaction (ER/ET). Instead, kindly look for alternate connections.
  Also, please verify with the respective carrier(s) that connecting time for booked segments is sufficient.
- Please do not use any of these special characters/symbols (*:;., # $?) in AP, OSI & SSR fields in the PNR.
  These are not recognized by airlines' systems, hence, the provided information may be rejected upon transmission or may cause PNR corruption.
- Never rebook the flight which has already been rejected with either of the following status codes - HX, UN, NO or UC.
  If an airline has rejected the segment once, they are not obliged to send a rejection again to the rebooked segment.
- SB / FXB Entry should be used for Amadeus Access Carriers only.
  For others, we recommend to cancel segments not required, save the transaction and then add new segments. Else, the PNR may get corrupted and may lead to NOREC.
- To remove all inactive segments having status codes HX/NO/UC in a PNR, please perform RFXX; ERK (XX is your name).
- Keyword Element (SK) in the PNR contains special information, and should be only added after Airline's consent.

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Name Change

- Name Change is generally not allowed by the Airlines. Incase still required, contact the respective airline for necessary approval.
- Please do not use fictitious passenger names to block space to facilitate future booking requests.

Churning

Churning refers to repeated canceling and rebooking of same itinerary in the same or different classes of service across one or more PNRs or GDS/CRSs.
Please follow below stated guidelines to avoid ADMs due to "Churning":

- Please do not cancel and rebook the itinerary within same or next minute in New PNR, as it may lead to NOREC in new PNR.
  Incase required, please ensure that old PNR is cancelled successfully at Airline's end and then only proceed with New PNR creation on Amadeus.
- Please note, multiple cancellations and creations of different PNRs for same passenger may be considered as CHURNING and so airline may raise ADM for such transactions.
- Please do not cancel and rebook segments for the purpose of extending the airline's Ticket Time Limit (TTL) as it is considered system abuse by carriers.
  This may result in PNR cancellation by the carrier.

For more information, please contact your Amadeus Helpdesk

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