Enhancement in SSR PNR elements by Passenger Association

We are pleased to announce a new time-saving functionality for Special Service Request (SSR) PNR elements. This new functionality enables agents to book SSR elements for all passengers in the PNR in a single SR command.

Key Features:

This functionality will allow agents to:

- Simplify the SSR/ancillary booking flow: one booking command per service for all passengers instead of one booking command per passenger.
- Increase productivity on multiple passenger PNRs.
- Limit errors in SSR/ancillary bookings, which will result in fewer passenger complaints.

Illustration:

Before Implementation:

Until today, agents had to add the ancillary SSRs one by one for each passenger:

Amadeus Customer Service	Live Chat function in Vista	Mail to helpdesk	Know More about Amadeus	Amadeus e-Learning
24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free	Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform	help@amadeus.in	www.amadeus.in	Learn Amadeus using self-paced learning solution Amadeus e-Learning www.e-learning.amadeus.com

```
--- RLR ---
RP/MUC1A0701/MUC1A0701              BM/PR   19FEB14/0850Z    6Q6JOI
   1.PAX/A    2.PAX/B    3.PAX/C
   4  6X 1010 J 16MAY 5 NCECDG HK3  0640 2  0710 0845    *1A/E*
   5  7X1212 Y 18MAY 7 CDGFRA HK3       1  0625 0745    319 E 0 S
    SEE RTSVC
   6 AP MUC - AMADEUS DEFAULT OFFICE - A
   7 TK OK19FEB/MUC1A0701
   8 OPW MUC1A0701-09MAY:0800/1C7/6X REQUIRES TICKET ON OR
          BEFORE 12MAY:0800/S4
   9 OPC MUC1A0701-12MAY:0800/1C8/6X CANCELLATION DUE TO NO
          TICKET/S4

SR XBAG/P1-3
MULTIPLE PASSENGER ASSOCIATION NOT POSSIBLE

SR DOCS/P1-3
MULTIPLE PASSENGER ASSOCIATION NOT POSSIBLE
```

After Implementation:

Implicit or explicit passenger association will be accepted on SR command. **Chargeable SSRs will always explode at input time. Non-chargeable SSRs may or may not explode at input time, depending on airline SSR settings.**

Note: This evolution is not applicable to Seat request

SSR Setup:

- XBAG is a chargeable service.
- VGML is a non-chargeable service.

The agent needs to book both SSRs on all flights, for all passengers. Following SR command are now accepted:

> SR XBAG   or   >SR XBAG/P1-3
> SR VGML   >SR VGML/P1-3

```
--- RLR ---
RP/MUC1A0701/MUC1A0701              BM/PR  19FEB14/0850Z   6Q6JOI
  1.PAX/A   2.PAX/B   3.PAX/C
  4  6X1010 J 16MAY 5 NCECDG HK3  0640 2  0710 0845   *1A/E*
  5  7X1212 Y 18MAY 7 CDGFRA HK3       1  0625 0745   319 E 0 S
     SEE RTSVC
  6 AP MUC - AMADEUS DEFAULT OFFICE - A
  7 TK OK19FEB/MUC1A0701
  8  /SSR XBAG 6X HK1/S4/P1
  9  /SSR XBAG 6X HK1/S4/P2
 10 /SSR XBAG 6X HK1/S4/P3
 11 /SSR XBAG 7X HK1/S5/P1
 12 /SSR XBAG 7X HK1/S5/P2
 13 /SSR XBAG 7X HK1/S5/P3
 14 SSR VGML 6X HK3/S4/P1-3
 15 SSR VGML 7X HK3/S5/P1-3
 16 OPW MUC1A0701-09MAY:0800/1C7/6X REQUIRES TICKET ON OR BEFORE
        12MAY:0800/S4
 17 OPC MUC1A0701-12MAY:0800/1C8/6X CANCELLATION DUE TO NO
        TICKET/S4
```

For more information, you may contact your nearest Amadeus Help Desk.