IMPORTANT DO'S & DON'TS

PNR Creation

- ✓ Always create the basic PNR with the 5 mandatory elements (Name, Itinerary, TK element, Reference, End Transaction) and wait for the Airline locator and then add OS or SR remark. If the Airline PNR is not reflecting contact the Help-Desk.

- ✓ Amadeus maintains a Link of 3 minutes with the Airline System for direct access availability display; ensure to create your PNR within this time frame. Once the Airline Record Locator is received, further changes / additions can be made.

- ✓ Always check the remarks sent by airlines in SSR/OSI formats as warnings and abide by the same.

- ✓ Do not ignore warning related to Minimum Connecting Time (MCT). Check with respective airline, and book alternate connection if possible.

Ticket Time-limit / Transmission Guidelines

- ✓ It is important to follow the time limit deadlines provided by the Airlines in the PNR (in SSR/OSI). Also abide by the airline's Advance Ticket Purchase Restriction given in the Fare Quote Notes (FQN).

- ✓ Do not pass the ticket numbers manually to retain the booking unless other-wise required (for example., reissue in fresh PNR), since ticket numbers will automatically get transmitted to the respective airline upon ticket printing (TTP)

- ✓ Refresh ticket numbers in the PNR after itinerary changes done post ticketing by the way of Reissue/Revalidation, as required.

- ✓ Do not cancel-rebook segments in same PNR to get new airline's Time Limit.

- ✓ Follow respective airlines' policy regarding Churning (rebooking of segments to new dates).

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✓ The un-ticketed segments remaining un-rejected by carrier even post ticketing time limit should be rechecked with the carrier before ticketing them later on. Carriers can reject such segments since they were not ticketed before the original time limit.

OSI / SSR Messages

✓ Always pass passenger contact details such as phone/mobile so that the Airline contact the passenger incase the flight is delayed/disrupted.

✓ Refrain from putting characters such as ". / # *& @ In OSI or SSR messages as same cannot be processed by some Airlines (For E.g. AI – if there are more than 3 dots in OSI message, that OSAI message is not transmitted to the Airline).

✓ Do not forget to add the APIS details for the passengers travelling to/from US. Please see HE APIS for details.

Dupe PNRs / PNR modification

✓ Do not create duplicate PNRs for a passenger.

✓ Never create new PNRs if Airline Record Locator is not coming in one PNR. In case a new PNR has been created in such a case and the Airline Record Locator has come, do not cancel the previous PNR one, as this may lead to cancellation of new booking in the Airline system.

✓ Never make cancellation and re-booking in same transaction, many Airlines cannot process such messages that reach them together in one transaction. Such PNRs can become a No-rec at the Airline's end.

✓ It is recommended to cancel a segment first, do EOT (End-of-transaction) and then book the segment in the PNR.

✓ When a PNR is made on the Amadeus and subsequent changes are made with the carrier directly, the PNR gets localized. In such cases, further updates made on the CRS do not reach the Airline. Therefore, all subsequent changes should be made with the Airline directly and not on the System. Alternatively, ask 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.

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✓ Verify record locator history (RLH) to verify if the changes made on Amadeus PNRs have interacted with the airline's record locator.

✓ Use of direct access PNR view wherever possible, is a recommended practice to verify if the Amadeus PNR is synchronized with the Airline system.

Name change / Split procedure / Reconfirmation of segments

✓ Name changes in Amadeus are strictly not recommended. In order to avoid any corruption on the PNR, take an authority from the Airline received for the same as an SSR message, the same should be done, however, if the PNR does not get synchronized with the Airline system, please contact the Airline directly.

✓ Do not perform XE on name element, instead, always split the PNR & after receiving respective Airline Record Locator in both 1A PNRs, the unwanted reservation/PNR can be cancelled.

✓ Ensure correct Split Procedure is done. After PNR split, ensure to get the Airline Record Locator prior to any further changes/cancellation in both (original / split) PNR.

✓ It is no longer mandatory to Re-confirm reservation for most of the airlines; hence it is important to know/check individual Airline policy prior to reconfirmation.

✓ All types of HX/UC/NO segments should be removed from the PNR with the ERK Entry.

Fare Pricing

✓ Do not create test PNRs only for pricing purposes. Instead you can create PNRs with GK segment or use the Amadeus pricing by FQP entry.

✓ Verify Validating carrier and the corresponding YQ/YR taxes in case of Multi-Carrier Itineraries.

✓ FQD display is for information purpose only and should not be used for quoting fares of various itineraries to passengers

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Refunds

- ✓ Carrier policies are to be respected at all times, including while processing refunds.

- ✓ Reissued E-ticket can be voided subject to airline's participation. Please refer HEETTxx for the carrier's participation.

- ✓ In case an E-ticket refund has been processed incorrectly on the system, can be cancelled on the same day but the E-ticket status cannot be changed. The agent will need to speak to the respective Airline for follow-up.

- ✓ Partial refund to be initiated only after journey is complete. (Check the TWD and confirm the sectors that passenger has traveled has status F).

- ✓ E-Ticket displays in Amadeus comes directly from the carrier system and not from Amadeus. E-Ticket coupon statuses are controlled by the concerned carrier and cannot be changed by Amadeus.

Insurance

- ✓ Insurance segment has to be cancelled directly with provider since the cancellations are not allowed to be done on the CRS.

For clarification, please contact your nearest Amadeus Helpdesk

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