



News Flash

Amadeus Flash

Dear Subscriber,

Amadeus PNR claim Functionality, enables an Amadeus subscriber to take a copy and control of a reservation originally booked in a participating carrier's distribution system.

The PNR originally booked in the Airlines system is recreated in the Amadeus Central system and control of PNR is taken over by Amadeus.



Key Benefits:

- Responsibility of PNR follow-up is directly handled by the travel agents.
- Improved customer service for passengers, as original reservation is available to travel agent for further PNR servicing.
- Agents take control of the PNR for the purpose of ticket fulfillment.
- Any subsequent messages from the Airlines will be updated in the Amadeus PNR.

Amadeus Helpdesk

24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200

Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

Mail to Helpdesk

help@amadeus.in

Know more about Amadeus

www.amadeus.in

Amadeus Learning City

Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com



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Claiming a PNR Consists Of Two Steps:-

Step 1; Claim Pnr

BY RECORD LOCATOR - RO XX ABC123 (XX is the Airline code)

Or

BY FLIGHT NUMBER, DATE AND NAME - RO XX 302/23AUGBOMZRH - SHARMA

Step 2; ER or ET

End of Transaction. This transfers the responsibility for the PNR from the original office to the travel agent.

AIRLINES PARTICIPATING IN PNR CLAIM

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AA,AC,AH,AM,AR,BE,BW,CM,CY,DL,EQ,EK,F7,F9,GF,IG,IY,I9,JM,KM,KU,KX,LA,LP,LX,NZ,OA,PG,RB,R7,SN,UA,UP,US,VA,VN,VS,ZC,9Z.

For more information on PNR CLAIM, please refer to HE PNR CLAIM and GGPCALCLM.

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