News Flash

Amadeus Flash

Secure Flight Ticketing Inhibition

Dear Travel Partner,

You are already aware that with effect from 1st Oct 2010, it is mandatory to enter Secure Flight Passenger Data (SFPD) in the PNRs, especially for passengers flying within, from and to the United States.

As per the mandate, Travel Agents must enter the SFPD (Secure Flight Passenger Data) only through the following elements of the PNR: **SSR DOCS** (Passenger name, DOB, Gender) and **SSR DOCO** (Redress Number – if applicable).

SSR DOCS and DOCO will be permitted on passive bookings made in Amadeus for non System User Airlines, and will also be transmitted via TTY messages to the concerned airlines.

Following the IATA recommended practice, Ticketing Inhibition will be activated by Amadeus central system effective 01st November, 2010, for all ticketing agencies on Validating Carriers' request incase of missing SFPD for US based journeys.

Benefits

➢ At issuance time, Amadeus will first check if segments are Secure Flight eligible

➢ For each Secure Flight eligible segment and for each passenger, the system will check if a SSR DOCS is associated:

- If yes, the ticket is issued.

- If no, issuance is rejected with the following messages:

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Case 1: **SSR DOCS has been entered with a provider that is different from the marketing carrier of the secure flight eligible segment.**
Error message - ***Ticketing Inhibited – SSR DOCS Airline provider not matching for Px (passenger number)***

Case 2: **No SSR DOCS at all for the passenger and the segment.**
Error Message **Ticketing Inhibited – SSR DOCS missing for Px** *(Passenger Number)*

➢ This enhancement will prevent passenger from being rejected at boarding time when Secure Flight Passenger Data is missing, and consequently reduce your support at the airport, increase the customer satisfaction

For more details, please refer online help page HE SECURE FLIGHT or HE APIS on your Amadeus System, or else contact your nearest Amadeus Helpdesk

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