

CONTACT ELEMENT FORMAT FOR AIR INDIA

Dear Subscribers,

In order to ensure that passenger contact number is being captured correctly by Air India system, we strongly recommend you to incorporate passenger contact information in all Amadeus PNRs booked for Air India flights, to be in accordance with the standard format suggested by the Airline.

Entry:

- **AP XXX 69 68 68 69-H** ← XXX is the city code of the passenger contact
- **AP XXX 69 68 68 69-H /P#** ← Passenger association for multi-PAX PNR

Illustration:

```
RP/XXXXXXXX/XXXXXXXX          AI/RM  11APR14/1328Z  XXXXXX
XXXXXXXX/XXXXXX/11APR14
1.XXXXXX/X MR
2  AI 601 U 29NOV 6 BOMDEL HK1  0600 0800  29NOV  E  AI/XXXXX
3 AP BOM xxxxxxxx - xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx - A
4 AP BOM xxxxxxxxx-B ← City code mandatory
5 TK OK11APR/xxxxxxxx
```

Air India PNR View displaying the contact details

```
1AIRTXXXXX
** AI - AIR INDIA **
MUC1A 9999 1328 11APR
1.XXXXXX/X MR XXXXX
2.  AI 601 U  SA29NOV  BOMDEL HK1  0600 0800
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3.BOM/P xxxxxxxx - xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx - A
4.BOM/P xxxxxxxxx-B ← Correct reflection in contact field with City code
```

For more information please refer to Help pages HEAP.

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