



# News Flash

## Amadeus Flash

### **PASSENGER CONTACT TO AIRLINES - OSI (other service) MESSAGE**



Dear Business Partner,

In line with our continuous effort in ensuring best support and to maintain user satisfaction, we would like to remind you the importance of sending passenger contact data to the airlines while creating PNR in Amadeus system.

- Always pass passenger contact details such as phone/mobile so that the Airline contact the passenger in case the flight is delayed/disrupted.
- Use OSI message to inform airline regarding passenger’s status such as, VIP or CIP etc.
- Refrain from putting characters such as “. / # \* & @ in OSI 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).

#### Benefits

- Passenger contact in PNR ensures correct communication from airlines in case of any schedule change or similar scenarios.
- Using correct OSI format without any special characters eliminates the chance of any corruption in the data and maintains PNR integrity

Format – **OS YY PAX CONTACT MOBILE 9999999999**  
**OS YY PAX CIP CHAIRMAN TATA STEEL**

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24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200	Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform	<a href="mailto:help@amadeus.in">help@amadeus.in</a>	<a href="http://www.amadeus.in">www.amadeus.in</a>	Learn Amadeus using self paced learning solution Amadeus Learning City - <a href="http://www.alc.amadeus.com">www.alc.amadeus.com</a>



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*Where, OS is followed by the target airline code and then FREE TEXT without any special characters.*

#### Sample PNR with passenger contact and VIP information

```
RP/#####/##### YY/SU 24AUG11/0607Z XXXXXX
#####/@#####/24AUG11
1.CHATTERJEE/ABHISHEK MR
2 9W 332 Z 12SEP 1 DELBOM HK1 0650 0850 12SEP E 9W/XXXXXX
3 AP ABCD TRAVELS
4 TK OK24AUG/#####
5 OSI 9W PAX CONTACT MOBILE 09825365425
6 OSI 9W PAX VIP MEMBER OF PARLIAMENT
```

For more details, please see the online help page “HE OS”, or, contact your Amadeus Helpdesk.

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#### Mail to Helpdesk

[help@amadeus.in](mailto:help@amadeus.in)

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