



AMADEUS – PNR CLAIM

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 Customer Service	Live Chat function in Vista	Mail to helpdesk	Know More about Amadeus	Amadeus e-Learning
24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free	Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform	help@amadeus.in	www.amadeus.in	Learn Amadeus using self-paced learning solution Amadeus e-Learning www.e-learning.amadeus.com



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,AI,AM,AR,A3,BE,CM,CY,DL,EK,EQ,EY,F7,F9,GF,IG,I9,JU,KM,KU,KX,LP,LX,NZ,OA,OV,PG,RB,R7,SN,SV,TP,UA,UP,US,VA,VN,VS,ZC,7C.

Note- Few Airlines mentioned above may be market specific, hence please check with the respective Airlines before claiming the PNR.

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

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