

Customer Service News Flash

Amadeus Flash

Dear Travel Partner,

Amadeus is pleased to inform you about Automated Ticketing Limits which ensures automated reservation firming solution for airlines. This process allows carriers to accurately calculate and apply ticketing time limits to bookings containing their flights, and notify Travel Agents in real-time. Amadeus system is fully integrated with this airline technology. Key features of the products are:-

- **Notification to the agent by warning message at end-transact...**

Whenever Automated Ticketing Limits determines a new, or an updated, ticketing time limit, the agent is notified by real-time warning at end-transact. This warning is as follows (in cryptic):

```
>et
WARNING: YY REQUIRES TICKET ON OR BEFORE 01APR/S2
```

|
|
|

Carrier code
Ticket Time Limit
Segment association

- **Notification to the agent by queue placement prior to cancellation**

For further notification to the agent, 24 hours prior to the defined ticketing time limit, the process automatically places the PNR in Q1C7 in the queue planner of the queuing office attached to the PNR. An exception exists in case the ticketing time limit falls on a Sunday or on a Monday; in this case the PNR is queue placed on the preceding Friday instead.

If the booking is ticketed (at least the eligible segments) before the ticketing time limit is reached, the PNR is removed from the queue planner.

- **Notification to the agent by queue placement after cancellation**

After expiry of the ATL, the process automatically cancels the appropriate segments if not actioned from Q1C7 or ticketed, and queue places the PNR in the queuing office attached to the PNR in Q1C8.

If the booking was ticketed (including at least the eligible segments) prior to expiry of the ticketing time limit, the PNR is not queue placed

- **New elements (OPC/OPW) on the face of the PNR as well as in the PNR history.**

OPW- is used for **notification** to the agent by queue placement 24 hours prior to automatic cancellation of the associated segments.

OPC- is used to **track** the ticketing time limit, to initiate automatic cancellation of the associated segments, and to queue place the PNR after cancellation.

NOTE: Please do not delete/modify the above mentioned Queue Categories, Q1C7 and Q1C8; else all such PNRs would be placed in category zero collectively.

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Sample Pnr display:

```

--- RLR ---
RP/XXXXXXXXXX/XXXXXXXXXX      XX/XX  25MAR08/1127Z  #####
1.BROWN/CHARLY
2  6X1234 Y 01NOV 6 NCECDG HK1  0700 2  0730 0905      E*
3 AP
4 TK OK25MAR/XXXXXXXXXX
5 OPW-01APR/1C7/6X REQUIRES TICKET ON OR BEFORE 01APR/S2
6 OPC-02APR/1C8/6X CANCELLATION DUE TO NO TICKET/S2
  
```

Airlines can setup calculation rules based on a wide range of criteria (i.e.: flight information, passenger information) allowing them to align ticketing time limits and fare rules. Automated Ticketing Limit only applies to Individual PNRs (number in party less than 10).

Key benefits to the travel agency:-

- Upfront reliable information about ticketing deadlines at booking time, increasing operational traveler satisfaction
- Timely warning before expiry of the ticketing time limit
- Accurate and appropriate time limits based on the business rules
- More inventory is recycled for sale
- Enhancement of Ticket Limit management via automatic Queue placement
- Handling of ATL ticketing time limits in local time of the booking office meaning that cancellations will always occur around midnight local time; this is a clear benefit compared to airline robotics that cancels all the PNRs around the same time GMT.

This will enable the agents to instantly provide accurate ticketing time limit to the customer, thereby increasing operational efficiency.

For further queries, please visit our website www.amadues.in, under the section Customer Service News or, please contact your nearest Amadeus Helpdesk or reach us via the 24 x 7 nationwide toll free number 1800 111 200

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