



PNR Handling Guidelines

PNR Creation

- ✓ Always create the basic PNR with the 5 mandatory elements (Name, Itinerary, TK element, Reference, End Transaction) and wait for the Airline locator and then add OS or SR remark. If the Airline PNR is not reflecting contact the Help-Desk.
- ✓ Do not make further changes / additions into the Amadeus PNR until Airline Record Locator is reverted.
- ✓ Do not ignore the remarks sent by airlines in SSR/OSI formats (regarding Time Limit, Minimum Connecting Time, Duplicate Bookings, etc.) and abide by the same.

Ticket Time-limit / Transmission Guidelines

- ✓ It is important to follow the time limit deadlines provided by the Airlines in the PNR (in SSR/OSI). Also abide by the airline's Advance Ticket Purchase Restriction given in the Fare Quote Notes (FQN).
- ✓ Do not pass the ticket numbers manually to retain the booking unless other-wise required (for example, reissue in fresh PNR), since ticket numbers will automatically get transmitted to the respective airline upon ticket printing (TTP).
- ✓ Adding FHE is only an intermediate step towards reissuance / revalidation. Hence it does not substitute an FA element and also is not expected to be considered as a valid ticketing arrangement. Flight Segments with FHE alone is as good as it is not ticketed. Similarly FA elements containing E-Tickets which are VOIDED or REFUNDED are not considered valid for travel.
- ✓ Retransmit ticket numbers in the PNR after itinerary changes done post ticketing by the way of Reissue/Revalidation, as required.
- ✓ Do not cancel-rebook segments in same PNR to get new airline's Time Limit.
- ✓ Follow respective airlines' policy regarding **Churning** which broadly means rebooking a previously blocked space. This is considered as an incorrect practice. Amadeus does not investigate ADMs caused due to this. (re-booking of segments to new dates).

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- ✓ **The un-ticketed segments remaining un-rejected by carrier even post ticketing time limit should be rechecked with the carrier before ticketing them later on. Airlines can reject such ticketed segments since they were not ticketed before the original time limit.**

Dupe PNRs / PNR modification

- ✓ Do not create duplicate PNRs for a passenger. Duplicate bookings can be any two bookings for the same passenger which is unlikely to be utilized together, regardless of the booking channels used.
- ✓ Do not create new PNRs if Airline Record Locator is not coming in one PNR. In case a new PNR has been created in such a case and the Airline Record Locator has come, do not cancel the previous PNR one, as this may lead to cancellation of new booking in the Airline system.
- ✓ Do not make cancellation and re-booking in same transaction, many Airlines cannot process such messages that reach them together in one transaction. Such PNRs can become a No-Record at the Airline's end.
- ✓ When a PNR is made on the Amadeus and subsequent changes are made with the carrier directly, the PNR gets localized. In such cases, further updates made on the CRS do not reach the Airline. Therefore, all subsequent changes should be made with the Airline directly and not on the System. Alternatively, ask the airline to generate a TK message with the segment added by airline in their system to keep both Amadeus and airline PNR in synch.
- ✓ **Verify record locator history (RLH) to verify if the changes made on Amadeus PNRs have interacted with the airline's record locator.**
- ✓ **Use of direct access PNR view wherever possible, is a recommended practice to verify if the Amadeus PNR is synchronized with the Airline system.**

Name change / Split procedure / Reconfirmation of segments

- ✓ Name changes in Amadeus are strictly not recommended. In order to avoid any corruption on the PNR, take an authority from the Airline received for the same as an SSR message, the same should be done, however, if the PNR does not get synchronized with the Airline system, please contact the Airline directly.
- ✓ **Do not perform XE on name element, instead, always split the PNR & after receiving respective Airline Record Locator in both 1A PNRs, the unwanted reservation/PNR can be cancelled.**

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- ✓ Do not perform any changes/cancellations in either of the PNRs, parent as well as split, until the airline record locator is received in the split PNR.
- ✓ Queues must be checked at regular intervals and all types of HX/UC/NO segments should be removed from the PNR with the ERK Entry.

NOTE : DO NOT IGNORE AIRLINE'S POLICIES THAT SUPERSEDES ANY OTHER RECOMMENDATION.

For clarification, please contact your Amadeus Helpdesk

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