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Cancelled (HX) PNRs Handling

Dear Business Partner,

As our continuous endeavor to provide you with the best services at all times, we recommend you to keep a regular check on your cancelled (HX) PNRs.

Although they are placed in the respective Queues, in case if any PNR is not processed by you, the alternate way to retrieve the HX PNRs via the **LPO entry**.

In order to avoid ADMs raised by the airline under this scenario, we urge you to keep a tab on the HX PNRs via the LPO entry by using the following entry on daily basis, **LPO/W (*X)**

Key Features:

- The above entry allows you to create a list of passenger names and 1A record locators with air segment status code (HX).

Benefits:

- Search for HX PNR is simplified
- Timely cancellation of HX PNR will reduce ADMs.
- You also have the possibility to queue this list to a specific queue / Print and can be checked later.

Please see below detailed illustrations for clear understanding:

1. Perform **LPO/W(*X)** entry to check HX PNRs.

```
>lpo/w(*X)Entry to be performed  
ACCEPTED - CHECK REQUEST STATUS WITH LPS/PS  
>
```

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2. Perform **LPS/PS** to check the status of the above request.

```
>lps/ps
PASSENGER LIST STATUS TABLE - XXXXXXXXXX
1 LPO/W(*X) 03MAR COMPLETE 2 PNRS
```

3. Perform **LPS/D1** to check the list of PNRs in that status. (D1 is the no, in the LPS list).

```
>lps/d1
PASSENGER LIST - SEARCH BY OFFICE
XXXXXXXXXX/2907SN/SU 03MAR/0727Z REQUESTED:03MAR
LPO/W(*X)
OFFICE XXXXXXXXXX
001 PATEL/RITABEN MRS XYZ678
002 ROY/KENNY MR 886POQ
```

4. **LPS1** to retrieve PNR NO.1 from the above list.

```
)>lps1
RP/XXXXXXXXXX/XXXXXXXXXX SQ/RM 14JAN11/1700Z XYZ678
XXXXXXXXXX/2907SN/11JAN11
1.PATEL/RITABEN MRS
2 SQ 278 N 06JUN 1 ADLSIN HX1 1150 1745 06JUN E SQ/YYYYYY
3 SQ 530 N 07JUN 2 SINAMD HX1 1855 2150 07JUN E SQ/YYYYYY
4 TK OK14JAN/XXXXXXXXXX
5 SSR OTHS 1A BKG CANX DUE TTL EXPIRED WITHOUT TKNO
6 SSR OTHS 1A PLS REMOVE HX/NO SEGMENTS OR TVL AGTS MAY RCV
ADM
```

5. **Delete** the HX segments.

For further clarification, please contact your nearest Amadeus Helpdesk

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