

AI//CRS/10Oct10

***** GDS/CRS BOOKING NORMS FOR TRAVEL AGENTS *****

Travel service providers (Agents) along with representative associations and GDSs are partners of the airlines in our industry. We are jointly responsible for delivering the best possible service in the most efficient and effective manner to the passenger, within the framework of local laws, IATA guidelines and recommendations, and laid down rules and regulations. Costs and discipline are essential to this objective.

Travel service providers are required to follow guidelines circulated by airlines from time to time for making bookings through GDS/CRS for optimum utilisation of airline inventory, to contain communication costs, and use the GDS connectivity efficiently while servicing their customers (travelers) effectively.

Misuse of system results in a high cost to airlines in terms of wasted seats and denial of inventory to other agents and passengers. Air India has instituted GDS/CRS audit for identifying problem areas, and taking appropriate corrective action. Continued misuse will invite penal action, not limited to recovery of costs and penalties alone. We appreciate the efforts of the industry association in highlighting these issues to its member base, and continued education of the travelers.

We are committed to our travel agent partners and passengers. Accordingly, some broad guidelines for using CRS is outlined for easy reference.

***** Some of the DO'S *****

- 1. Action your GDS agency system queues promptly for all action codes.**
2. Cancel segments with "UN, NO, UC AND HX" reply codes from your queues promptly, since these have already been cancelled by the airline.
3. Make bookings only for required segments. Any cancellation of booked segment must be effected at the earliest, and at the very least 24 hours prior departure.
4. Use the same CRS for booking, change of booking segments, addition of passenger contact or meal preference information, fare elements and e-ticketing.
5. If at all passive segments are required to be created in any GDS for non-ticketing element, then use appropriate action code e.g. "YK" in Sabre. Cancel the passive segments after ticketing.

-: 2:-

6. All updates including cancellations must be effected through the same GDS. Please advise passenger to avoid update of PNR through a call center. There is no need to call Air India to verify bookings or cancellations, as action by the agency in the GDS PNR works effectively, with Air India upgrading to highest level of connectivity.

Lower level neutral connectivity has severe limitations including working from cache memory with outdated availability status of a flight, which may result in rejection of a sale transaction, and adversely affects passenger service, and agency and airline reputation.

7. Please wait for a response from Air India system before creating next element, or modifying an element in the same PNR. Even though airline servers respond in milliseconds, communication channels may be responding at a different speed. Repeated entries create problem of duplication and rejection of PNR.

8. Agents should wait for AI to send Split PNR number before taking any action on the PNR which has been split.

9. Air India does not allow any name change after ticketing whatsoever, requiring a re-issuance of ticket with a new PNR. If at all a name change is effected in the GDS, travel agent should ensure that the changed name reflects in AI system before ticketing passengers, as AI system does not accept and action Name changes automatically. PNR must always contain name as per passport.

10. For group bookings, kindly contact the nearest Air India office for requesting GRP space. As per local procedures, GRP PNR will be created and advised for reference. Ticketing if done through the GDS must use the same GRP PNR name.

11. Please ensure Passenger contact in originating/embarkation and all transit stations must be provided at creation time for airline to assist You in serving the passenger correctly. Formats for conveying the same have been advised previously. SMS and Email push by airline of change in status of flights or PNR requires mobile contact of passenger in correct format for enhanced service experience for Your customer.

12. Use the BRIDGE and BRANCH facility to ticket PNRs booked by sub-agents. Creation of new PNRs with Passive action codes results in double fees to airlines which will be passed on to ticketing agents.

13. Do not cancel all Open-dated and Passive segments after e-ticket is issued.

-:3:-

14. Use correct AIRIMP inputs to avoid the PNR being rejected by AI system.
An example would be series of Dashes or Dots in any remark element is cause for system rejection of PNR at creation or update. e.g. OSI AI PLS CONFIRM.....THX
The dots will cause a rejection of the PNR.

15. Agent is required to sell the class open for sale, and not create unnecessary waitlist, which are counter-productive. GDS fees are paid by airlines on behalf of the agent who then gets billed through an ADM for the same. One can advise the passenger that seats are available for a citypair on the flight of their choice and simply quote the fare corresponding to the available RBD (without discussing RBD structure, or their merits and demerits).

16. Please use E-Ticketing for AIR INDIA and its Interline / Codeshare partners.
AI accepts only automated ticket nos. in SSR TKNA/TKNE format only for BSP tickets.
Should there be a case where ticket number (SSR TKNA) has not reached AI PNR, agent can fax the copy of the ticket to our call centre/reservation office for AI RES agent to verify all details before adding ticket number in ticket field (TK:T/).

17. OSI information element does not update ticketing timelimit.

Agency staff is required to exercise self-discipline in use of GDS for reservations and issue of e-tickets. The staff and agency is liable for misuse, error and oversight, besides inconveniencing and potentially losing the passenger, and business goodwill.

******Some DONT'S ******

1. Do NOT Book in the Incorrect Class/RBD. Fare difference ADM is being raised in such abuse.
2. Do NOT Book or Waitlist on Multiple flight/Classes, or on Parallel sectors.
Airlines pay heavy booking fees for each passenger segment, which through our audit is identified for further action.
4. Do NOT create Duplicate bookings (confirmed or waitlist) with Active or Passive Action Codes in the same GDS, or in different GDSs. These are billable back as duplicate segments thru ADMs.
5. Do NOT create OPEN segments (unless required for Ticketing).

-:4:-

6. Do NOT create GRPS with Passive action codes, except for Ticketing.
7. The Group strength in GDS PNR should not be more than GRP strength in PNR.

RESPONSIBILITY OF AGENCIES

1. To train all staff on GDS to use the system effectively, and use correct inputs.

Incorrect entries are rejected and no response is sent by AI system. Staff then repeats same inputs several times, thus creating duplicate records/PNRs, or build-up of system queues, clogging or slowing down the agent connection to airline through the GDS. Correct input in the first place would have avoided the resultant dis-service and associated inventory and communication costs.

2. Training must not be done in LIVE mode. Please use training mode made available by the GDS/CRS.
3. AGENCIES MUST ACTION THE QUEUES REGULARLY. Unactioned queue costs airlines, passengers and agents their business.
4. CRS are required to monitor the Booked and Cancelled transactions of travel agents. If the ratio of cancellations to bookings exceeds limits, the CRS would be required to take action based on advice of the airline.

*We look forward to an exciting return of
fortune for our industry ! ☆☆☆☆☆☆☆*

(Note: The interline e-ticket agreement signed with 85 airlines by AI and comparable number by IC can be used for issuing e-tickets by agents and airline offices. Going forward with planned integration of schedules of NACIL on AI code, use of 098 doc is advisable).