# Enhanced FHE – Name correction.

Steps to add manual a ticket number (FHE) element in a PNR.

Now Icelandair has activated Enhanced FHE we need to make small changes to our work process when entering FHE line manually into a PNR.

## First of all, what is enhanced FHE?

Enhanced FHE is to assist auto systems to process tickets and also to ease implementation of new system processes in the future.

## #1 General entry of FHE lines

We need to add both coupons and segment association to the FHE line

Example (add FHE into this pnr, tkt number is in RM line)

RP/REKFI0106/REKFI0106 HG/SU 2NOV20/1245Z 47MVBA

REKFI0106/2153HG/2NOV20

 1.HEMSWORTH/CHRIS MR

 2 FI 500 O 10NOV 2 KEFAMS HK1 0740 1155 \*1A/E\*

 3 FI 501 X 17NOV 2 AMSKEF HK1 1305 1520 \*1A/E\*

 4 APE HEIDABG@ICELANDAIR.IS

 5 APN FI/M+3548959194

 6 APN FI/E+HEIDABG@ICELANDAIR.IS

 7 TK OK02NOV/REKFI0106//ETFI

 8 OPC-09NOV:2300/1C8/FI CANCELLATION DUE TO NO TICKET REK TIME

 ZONE/TKT/S2-3

 9 RM \* TKT 108-2409538350 \*

 10 FB PAX 0000000000 TTP/ET/RT OK ETICKET/S2-3

 11 FE PAX NONREF/CHG PEN APPL/CHK RULE/S2-3

 12 FP CASH

 13 FV PAX FI/S2-3

Entry: FHE108-2409538350/C1-2/s2-3

RP/REKFI0106/REKFI0106 HG/SU 2NOV20/1247Z 47MVBA

REKFI0106/2153HG/2NOV20

 1.HEMSWORTH/CHRIS MR

 2 FI 500 O 10NOV 2 KEFAMS HK1 0740 1155 \*1A/E\*

 3 FI 501 X 17NOV 2 AMSKEF HK1 1305 1520 \*1A/E\*

 4 APE HEIDABG@ICELANDAIR.IS

 5 APN FI/M+3548959194

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 7 TK OK02NOV/REKFI0106//ETFI

 8 OPC-09NOV:2300/1C8/FI CANCELLATION DUE TO NO TICKET REK TIME

 ZONE/TKT/S2-3

 9 RM \* TKT 108-2409538350 \*

 10 FHE 108-2409538350/C1-2/S2-3

 11 FB PAX 0000000000 TTP/ET/RT OK ETICKET/S2-3

 12 FE PAX NONREF/CHG PEN APPL/CHK RULE/S2-3

 13 FP CASH

 14 FV PAX FI/S2-3

## #2 Name correction

The biggest change is possible when doing a name correction.

Now, FHE line needs to be added into the PNR before the names is corrected.

Steps

* Take out FA line
* Enter FHE line with cpn and segment
* Update name with either 1/1 or NU entry

**Name correction – entry 1/1**

RP/REKFI0106/REKFI0106 HG/SU 27OCT20/1428Z 2HMHYI

REKFI0106/2153HG/27OCT20

 1.JONSSON/JON MR

 2 FI 306 V 10NOV 2 KEFARN HK1 0735 1145 \*1A/E\*

 3 AP REK +354 5050 100 - ICELANDAIR - A

 4 TK OK27OCT/REKFI0106//ETFI

 5 FA PAX 108-2409538332/ETFI/ISK32095/27OCT20/REKFI0106/324912

 92/S2

fhe108-2409538332/c1/s2

--- TST RLR ---

RP/REKFI0106/REKFI0106 HG/SU 27OCT20/1428Z 2HMHYI

REKFI0106/2153HG/27OCT20

 1.JONSSON/JON MR

 2 FI 306 V 10NOV 2 KEFARN HK1 0735 1145 \*1A/E\*

 3 AP REK +354 5050 100 - ICELANDAIR - A

 4 TK OK27OCT/REKFI0106//ETFI

 5 FHE 108-2409538332/C1/S2

1/1jonsson/jon oddur mr

 \*\* WARNING PAX NAME CHANGED. CHECK NAME BEFORE EOT \*\*

--- TST RLR ---

RP/REKFI0106/REKFI0106 HG/SU 27OCT20/1428Z 2HMHYI

REKFI0106/2153HG/27OCT20

 1.JONSSON/JON ODDUR MR

 2 FI 306 V 10NOV 2 KEFARN HK1 0735 1145 \*1A/E\*

 3 AP REK +354 5050 100 - ICELANDAIR - A

 4 TK OK27OCT/REKFI0106//ETFI

 5 FHE 108-2409538332/C1/S2

**Name correction - Entry: NU1/1**

RP/REKFI0106/REKFI0106 HG/SU 27OCT20/1442Z 2HRM45

REKFI0106/2153HG/27OCT20

 1.SIGURDSSON/SIGGI MR

 2 FI 306 V 10NOV 2 KEFARN HK1 0735 1145 \*1A/E\*

 3 AP REK +354 5050 100 - ICELANDAIR - A

 4 TK OK27OCT/REKFI0106//ETFI

 5 FA PAX 108-2409538333/ETFI/ISK32095/27OCT20/REKFI0106/324912

 92/S2

fhe108-2409538333/c1/s2

--- TST RLR ---

RP/REKFI0106/REKFI0106 HG/SU 27OCT20/1442Z 2HRM45

REKFI0106/2153HG/27OCT20

 1.SIGURDSSON/SIGGI MR

 2 FI 306 V 10NOV 2 KEFARN HK1 0735 1145 \*1A/E\*

 3 AP REK +354 5050 100 - ICELANDAIR - A

 4 TK OK27OCT/REKFI0106//ETFI

 5 FHE 108-2409538333/C1/S2

nu1/1sigurdsson/sigurdur mr

--- TST RLR ---

RP/REKFI0106/REKFI0106 HG/SU 27OCT20/1443Z 2HRM45

REKFI0106/2153HG/27OCT20

 1.SIGURDSSON/SIGURDUR MR

 2 FI 306 V 10NOV 2 KEFARN HK1 0735 1145 \*1A/E\*

 3 AP REK +354 5050 100 - ICELANDAIR - A

 4 TK OK27OCT/REKFI0106//ETFI

 5 FHE 108-2409538333/C1/S2

## #3 Unable to enter FHE

There might be some cases where the general agent can‘t enter the FHE line back into the PNR. Then please enter the TKT number into a RM line. Ticketing has extra access to add the FHE line into the PNR when needed.