



A STAR ALLIANCE MEMBER 

**Commercial Headquarters, Delhi  
Air India**

HCD/5R/GDS/314

Dated: 22<sup>nd</sup> November 2018

**To All Industry Partners**

**Sub: Handling of Amadeus PNRs for travel after 3<sup>rd</sup> December 2018**

Effective 4<sup>th</sup> December 2018, Air India's flights, domestic, international and code share will not be available on Amadeus GDS platform in all markets worldwide. The following options are available for travel agents for handling of PNRs booked on Amadeus for travel after 3<sup>rd</sup> December 2018:

**Option – A**

**Migration of all Air India PNRs from Amadeus to the alternate GDS.**

(Travel agent must follow the laid down protocol for transfer of PNRs from Amadeus to alternate GDS. Please take assistance of respective GDSs)

It is strongly recommended that all Interline and Code share bookings on Amadeus should be migrated well before 4<sup>th</sup> December 18.

**Option – B**

**Making changes without Migration**

Maintain all existing PNRs in Amadeus and take necessary action only in respect of those PNRs which require changes for travel after 3<sup>rd</sup> December 2018. No action needs to be taken both for unutilized and for partially utilized tickets unless the passenger requires a change. The bookings will remain active in Air India system and passenger can travel as per the ticketed itinerary.

Action to be taken in various scenarios

(Please ensure that the modification/refunds are done within the same IATA number)

**1. PNRs with ticketing time limit after 3<sup>rd</sup> December 2018**

- All such PNRs to be preferably ticketed before 3<sup>rd</sup> December 2018
- If required seats/RBDs are available :
  - Travel agent should create the PNRs on the alternate GDS preferably on or before 3<sup>rd</sup> December 2018.
- If required seats/RBDs are not available :
  - Agent should create new PNR in the available RBD and send an email to [gdsheelpdesk@airindia.in](mailto:gdsheelpdesk@airindia.in) (effective 26<sup>th</sup> November 2018) with details of new and original PNR. The email response would be provided 24x7.
  - Air India will confirm the new PNR as per the same itinerary/ RBD as in the original PNR.
  - Cross reference of the original Air India PNR created on Amadeus to be mentioned in the OSI element of PNR created on alternate GDS.
- For group PNRs please contact the respective local Air India office which services the agent.

**2. Procedure for making changes in the ticketed PNRs / itinerary**

2.1 What process should the agent follow to reissue a totally unutilized Air India ticket which has been issued on Amadeus?

- Create a new PNR on Alternate GDS with the required flights.
- On the alternate GDS, retrieve the ticket issued on Amadeus.
- Fare quote the itinerary as per normal reissuance procedure.
- Ensure that applicable fare / tax differences/penalties are duly collected as per normal practice.
- Reissue the ticket in the Alternate GDS.
- Ensure that original PNR created on Amadeus is cancelled by contacting Air India Call Centre / the respective local Air India office which services the agent.

2.2 What process should the agent follow to reissue a partially utilized Air India ticket which has been issued on Amadeus?

- Create a new PNR on Alternate GDS with the required flights.
- On the alternate GDS, retrieve the ticket issued on Amadeus.
- For historical pricing please send an email to [gdshelpdesk@airindia.in](mailto:gdshelpdesk@airindia.in) with details of old AI PNR plus new segment details. Air India will provide the revised fare quote as per new itinerary.
- Build the fare and reissue the ticket in the Alternate GDS after collecting fare / tax differences/penalties as per normal practice.
- Ensure that original PNR created on Amadeus is cancelled by contacting Air India Call Centre / the respective local Air India office which services the agent.

2.3 What procedure should the agent follow in case of multi sector itinerary where certain segments remain unchanged and same RBD is not available for such unchanged segments?

Please send an email to [gdshelpdesk@airindia.in](mailto:gdshelpdesk@airindia.in) with details of new and original PNR. Air India will confirm the new PNR as per the same itinerary/ RBD as in the original PNR, effective 26<sup>th</sup> November 2018.

Reissue the ticket as explained in 2.1/2.2

2.4 What process should the agent follow in case a ticket issued with a Deal Code / Corporate Code is to be reissued?

For totally unutilized tickets, procedure as detailed in 2.1 may be followed. In order to avail corporate deal code fares, private fares must have been loaded in alternate GDS's PCC for the agent under same IATA number. For assistance please contact the respective local Air India office which services the agent.

For partially unutilized tickets, please contact the local Air India office which services the agent.



### 3. Procedure to be followed after 3<sup>rd</sup> December 2018 for refund of tickets issued in Amadeus

The tickets issued on Amadeus can be refunded through alternate GDS under the same IATA code.

### 4. Procedure in case of re-scheduling

As Air India content will not be available on Amadeus, our travel partner will not get the QUEUE message for Amadeus PNRs.

Therefore it is to be ensured that the correct contact number and email id of the passenger are updated in the PNR. This will enable Air India to inform the passenger about the re-scheduling.

### 5. Adding Special Service Request in the Amadeus PNRs post 4<sup>th</sup> December 18

Please contact Air India Call Centre / the respective local Air India office which services the agent for such updation.



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