

News Flash

Enhancement in SSR PNR elements by Passenger Association

We are pleased to announce a new time-saving functionality for Special Service Request (SSR) PNR elements. This new functionality enables agents to book SSR elements for all passengers in the PNR in a single SR command.

Key Features:

This functionality will allow agents to:

- Simplify the SSR/ancillary booking flow: one booking command per service for all passengers instead of one booking command per passenger.
- Increase productivity on multiple passenger PNRs.
- Limit errors in SSR/ancillary bookings, which will result in fewer passenger complaints.

Illustration:**Before Implementation:**

Until today, agents had to add the ancillary SSRs one by one for each passenger.

```
--- RLR ---  
RP/MUC1A0701/MUC1A0701          BM/PR  19FEB14/0850Z   6Q6JOI  
1.PAX/A   2.PAX/B   3.PAX/C  
4  6X 1010 J 16MAY 5 NCECDG HK3  0640 2  0710 0845   *1A/E*  
5  7X1212 Y 18MAY 7 CDGFRA HK3      1  0625 0745   319 E 0 S  
SEE RISVC  
6 AP MUC - AMADEUS DEFAULT OFFICE - A  
7 TK OK19FEB/MUC1A0701  
8 OPW MUC1A0701-09MAY:0800/1C7/6X REQUIRES TICKET ON OR  
  BEFORE 12MAY:0800/S4  
9 OPC MUC1A0701-12MAY:0800/1C8/6X CANCELLATION DUE TO NO  
  TICKET/S4
```

```
SR XBAG/P1-3  
MULTIPLE PASSENGER ASSOCIATION NOT POSSIBLE
```

```
SR DOCS/P1-3  
MULTIPLE PASSENGER ASSOCIATION NOT POSSIBLE
```

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After Implementation:

Implicit or explicit passenger association will be accepted on SR command. **Chargeable SSRs will always explode at input time. Non-chargeable SSRs may or may not explode at input time, depending on airline SSR settings.**

Note: This evolution is not applicable to Seat request

SSR Setup:

- XBAG is a chargeable service.
- VGML is a non-chargeable service.

The agent needs to book both SSRs on all flights, for all passengers. Following SR command are now accepted:

- > SR XBAG or >SR XBAG/P1-3
- > SR VGML >SR VGML/P1-3

```

--- RLR ---
RP/MUC1A0701/MUC1A0701          BM/PR  19FEB14/0850Z   6Q6JOI
 1.PAX/A   2.PAX/B   3.PAX/C
 4  6X1010 J 16MAY 5 NCECDG HK3  0640 2  0710 0845   *1A/E*
 5  7X1212 Y 18MAY 7 CDGFRA HK3    1  0625 0745   319 E 0 S
   SEE RTSVC
 6 AP MUC - AMADEUS DEFAULT OFFICE - A
 7 TK OK19FEB/MUC1A0701
 8  /SSR XBAG 6X HK1/S4/P1
 9  /SSR XBAG 6X HK1/S4/P2
10  /SSR XBAG 6X HK1/S4/P3
11  /SSR XBAG 7X HK1/S5/P1
12  /SSR XBAG 7X HK1/S5/P2
13  /SSR XBAG 7X HK1/S5/P3
14  SSR VGML 6X HK3/S4/P1-3
15  SSR VGML 7X HK3/S5/P1-3
16 OPW MUC1A0701-09MAY:0800/1C7/6X REQUIRES TICKET ON OR BEFORE
    12MAY:0800/S4
17 OPC MUC1A0701-12MAY:0800/1C8/6X CANCELLATION DUE TO NO
    TICKET/S4

```

For more information, you may contact your nearest Amadeus Help Desk