

News Flash

Enhancement of Arrival Unknown (ARNK) segment handling at End of Transaction (EOT)

This enhancement will automatically remove redundant Arrival Unknown (ARNK) segments during End of Transaction (EOT), thus improving agent's productivity in servicing bookings with ARNK segments.

Earlier an Amadeus PNR with redundant ARNK segments (for example, 2 air segments followed by 2 ARNK segments and one air segment), would not allow end-transaction due to the presence of these redundant ARNKs. The agent would need to manually remove the redundant ARNK before EOT can be performed.

Illustration:

Previous Behavior

```
2 AI 603 T 25NOV 3 BOMBLR HK1 0615 0745 25NOV E AI/J3R9X
3 ARNK
4 AI 569 S 27NOV 5 MAABOM HK1 0625 0810 27NOV E AI/J3R9X
5 AP BOM 24827700/30417000 - AMADEUS INDIA PVT.LTD - A
6 TK XL19JUL/BOM1A0980
XE2,4 →AIR SEGMENT CANCELLATION
```

```
2 ARNK
3 AP BOM 24827700/30417000 - AMADEUS INDIA PVT.LTD - A
4 TK XL19JUL/BOM1A0980
RFG;ER → END TRANSACTION AND REDISPLAY PNR
```

On the first EOT, the agent is provided an appropriate warning indicating removal of redundant ARNK segments.
ITINERARY ONLY CONTAINS ARNK - ARNK CANCELLED AT EOT → Error message

Current Behavior (After enhancement)

```
2 AP BOM 24827700/30417000 - AMADEUS INDIA PVT.LTD - A
3 TK XL19JUL/BOM1A0980
ER → END TRANSACTION AND REDISPLAY PNR
```

During the second EOT (final), appropriate ARNK segments are removed from the PNR and the EOT is successful.

For more information, you may refer HE ARNK or contact your nearest Amadeus Helpdesk