

## News Flash

Dear Subscriber,

Amadeus PNR claim Functionality, enables an Amadeus subscriber to take a copy and control of a reservation originally booked in a participating carrier's distribution system.



The PNR originally booked in the Airlines system is recreated in the Amadeus Central system and control of PNR is taken over by Amadeus.

### **Key Benefits:**

- Responsibility of PNR follow-up is directly handled by the travel agents.
- Improved customer service for passengers, as original reservation is available to travel agent for further PNR servicing.
- Agents take control of the PNR for the purpose of ticket fulfillment.
- Any subsequent messages from the Airlines will be updated in the Amadeus PNR.

**News Flash****Claiming a PNR Consists Of Two Steps:-****Step 1; Claim Pnr****BY RECORD LOCATOR - RO XX ABC123 (XX is the Airline code)**

Or

**BY FLIGHT NUMBER, DATE AND NAME - RO XX 302/23AUGBOMZRH - SHARMA****Step 2; ER or ET**

End of Transaction. This transfers the responsibility for the PNR from the original office to the travel agent.

***AIRLINES PARTICIPATING IN PNR CLAIM***  
=====***AA,AC,AH,AM,AR,BE,BW,CM,CY,DL,EQ,EK,F7,F9,GF,IG,IY,I9,JM,KM,KU,KX,LA,LP,LX,NZ,  
OA,PG,RB,R7,SN,UA,UP,US,VA,VN,VS,ZC,9Z.***

*For more information on PNR CLAIM, please refer to HE PNR CLAIM and GGPCALCLM.*