

Correct Booking Practices

- ◆ When creating bookings closer / within 24 hours of flight departure please ensure immediate ticketing.
- ◆ Avoid creating any TEST /Fictitious bookings to avoid any ADMS. For fare quotes please use FS or create an itinerary without ending the transaction.
- ◆ **Do not create duplicate bookings.**
- ◆ Add names as per the Passport - SURNAME/FIRST NAME INITIALS TITLE
> **DASSANAYAKE/RANJITHDPGMR**
- ◆ Adhere to the maximum name length of each carrier when adding names to the PNR .
(27 Characters)
- ◆ Add agency contact number and the staff name.
> **P.T*2345678/MARY/ABC TRAVELS**
- ◆ Add **SSR for Passenger contact Information** in case of Flight Irregular Operations.
SSR CTCE - Passenger contact email address-**SI/P1/SSRCTCEYYHK1/NAME@GMAIL.COM**
SSR CTCM - Passenger contact mobile number- **SI/P1/SSRCTCMYYHK1/0777123456**
SSR CTCR - Passenger contact refused-**SI.P1/SSRCTCRYHK1/PAX RFUSD TO PROVD INFO**
- ◆ Remove inactive segments (**HX/KK/KL/NO/TK/TL/TN/UC/UN/US/UU**) at least 24hours prior flight departure (varies according to the Airline) - Use **@ALL** or **@2HX**
- ◆ Add APIS details to the PNR - **DOCS / DOCO /DOCA.**
- ◆ Before proceeding with ticket issuance please make sure "**O***" and Vendor locator is updated.
- ◆ When children on PNR please add child DOB - **SI.P2/CHLD*07AUG14**
- ◆ Add **CHML** or **BBML** when child or infant travelling.
- ◆ **Do not break Marriage Logic on PNR.**
- ◆ **Do not cancel and rebook continuously in the same reservation (churning).**
- ◆ **Do not rebook on the same PNR when the passenger was NO SHOW.**
- ◆ **Do not add/cancel segments in one transaction.**
- ◆ Finalize the booking & issue the ticket before the time limit.

A few
simple steps
to make life easier

Travelport 

