Message from the SOSR automation: The automation has experienced an error when trying to complete the booking steps in ##AppName##.

Here’s a copy of the customer’s itinerary:

**Flights**

##FlightDetails##

**Accommodation**

Hotel name: ##HotelName#

##RoomsDetails##

Board basis: ##BoardBasis##

Check-in date: ##DepartureDate##

Check-out date: ##ReturnDate##

**Total Price**: ##TotalPackagePrice##

**If the issue occurred in FLY, complete these actions:**

* Retrieve the booking in FLY and check if the following elements exist:
* The itinerary contains all GK sectors for the correct out of range dates
* There’s no in range HK sectors
* There’s an active TST for the GK sectors
* There’s an accurate SSR DOC line for every customer
* If any of the above is not as expected, please correct it (see Planet Ops for support)

**If the issue occurred in xRez Agent, complete these actions:**

* Retrieve the booking in xRez Agent and check it appears as follows:
* Hotel booked for the out-of-range dates for the correct number of rooms
* SOSR Orlando hotel has been cancelled
* The following SPNR remarks have been added
* Remark confirming the price and payment due dates
* Remark confirming the in-range date of each flight sector
* Remark saying “FAILED BOOKING – DO NOT CANCEL”
* If booking was made by an agent, a remark displaying their 13-digit reference
* An Ad Hoc Price Adjustment “SOSR BOOKING” override added for 0.00
* If booking was made by an agent, an Ad Hoc Price Adjustment “SOSR Offline agent” override added for 0.00
* If any of the above is not as expected, please correct it (see Planet Ops for support)

If the customer is awaiting their booking confirmation, please complete the above actions urgently and ensure the customer is updated if there is further delay to confirming the booking.

If or once the booking has been successfully made, ensure these actions are completed if not already done so by the automation:

1. In FLY, add MIS segment e.g., **RU1AHK2LGW25OCT-BADP HOLIDAYSLAND BOOKING BAH-PAK-QSWZRZQ]** (HK2 = total number of seats, LGW = international departure airport code, 25OCT = book date + 354 days, QSWZRZQ = spnr ref)
2. Enter command SK SHBK BA-BAH-PAK
3. Enter command SK HOL BA-HOLIDAYS LAND BOOKING QSWZRZQ
4. QSWZRZQ = SPNR reference
5. Ref and save changes
6. Retrieve booking on MMB and check the ‘Make additional payment’ button is displayed
7. Retrieve booking in xRez Agent and reconfirm the ‘Booking Total’ matches the total price quoted in the SPNR remark
8. In the SuperPNR remarks, **archive the ‘Failed booking - do not cancel’ remark**
9. From the no-reply account, send booking confirmation to the customer using template “SOSR - booking confirmation” editing the body where needed

If you need assistance, please seek help from a TL or Debbie Willey.