



## Amadeus NDC-X

AF/KLM, AV, LO, AY, SK, QR bookings booked through Amadeus NDC X Updated for Amadeus NDCx  
VOID automation : July 12,2024 Live 24 July,2023

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### Step 1 - Starting point



#### Question

No linked steps

#### Question

1. General info and login Step 2
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## Step 2

## Solution

Parent step: 1

## General info and login

As with normal GDS, each airline will be available on specific IATAs. The ticketing office name of Amadeus NDC is identical to Amadeus GDS.

Airline	IATA(s)	FOP
AF/KL	ATH (24JUL23), PAR (15SEP23), AMS (26SEP23), STO (to be announced)	Cash
AV	STO (27JUL23), AMS & PAR (12SEP23), MIA & MAD (Live end OCT23), NOK & CPH & PAR (Live 29Jan24)	VAN
LO	STO (27JUL23), OSL, CPH & PAR (29JAN24), ATH (to be announced)	VAN
AY	HEL (05DEC23), STO (to be announced)	Cash
SK	STO, HEL, CPH, OSL, AMS (29MAR24)	Cash
QR	SYD, LCA, CPH, HEL, PAR, FRA, ATH, TLV, ROM, AMS, OSL, MAD, STO, LON, SEL, SIN (22JUL24)	VAN

The NDC X is a graphic environment that allows us to find the cheapest flights for AF/KLM, AV, LO, AY, SK, and QR.

The Amadeus NDC-X link and credentials are the same as the ones we have for Amadeus.

You can only book and request the issuance of tickets for New Distribution Capability (NDC) content in Amadeus Selling Platform Connect in graphic mode.

In Edvin will be the below banner (Amadeus NDC-X) in order to be aware of the system:

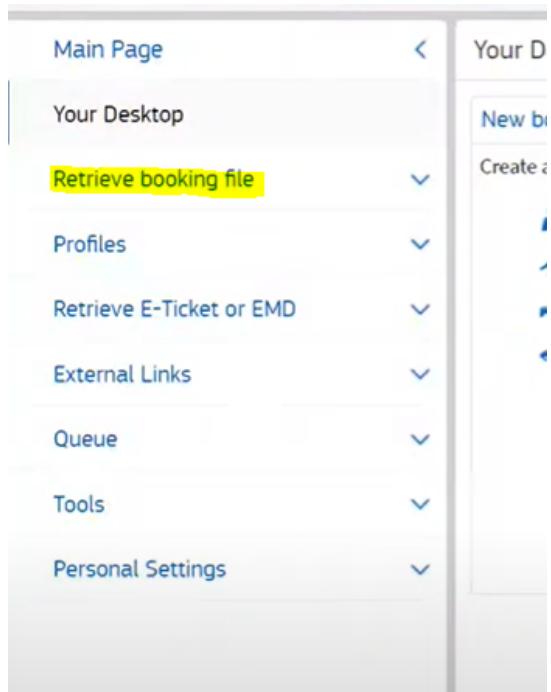


And the specific portal next to the issuing office (it is the same link as Amadeus -GDS):

Kindly change to the correct office ID in Amadeus NDC-X before you retrieve the PNR.

Retrieve PNR

In order to retrieve a PNR you press on the:



To Retrieve the booking file, fist click on the 'Enter an action' field or Press **CTRL+SPACE**

A screenshot of the Amadeus Main Page. The 'Your Desktop' section is expanded, and the 'Retrieve booking file' option is selected. The 'Enter an action' field at the top is highlighted with a red box. A dropdown menu is open, showing options like 'New command page', 'New booking file', 'New Profile', and 'Retrieve booking file'. The 'Retrieve booking file' option is also highlighted with a red box. The 'Retrieve booking file' section shows fields for 'Passenger Name', 'Traveler', 'Group', 'Agency', and 'Company', with a 'Retrieve' button.

Next Select the 'Retrieve' option :

A screenshot of the Amadeus Main Page. The 'Your Desktop' section is expanded, and the 'Retrieve booking file' option is selected. The 'Enter an action' field at the top is highlighted with a red box. A dropdown menu is open, showing options like 'Launch app', 'Retrieve', and 'Switch office'. The 'Retrieve' option is highlighted with a red box. The 'Retrieve booking file' section shows fields for 'Passenger Name', 'Traveler', 'Group', 'Agency', and 'Company', with a 'Retrieve' button.

In the Retrieve Field, enter the PNR and click **Enter**

Now, it is possible to see the basic info in “Booking File Information”:

### Retrieve a Purged PNR

A purged PNR cannot be opened in Amadeus NDC-X.

However, the PNR is retrievable in the cryptic mode of Amadeus (command page) with the already-known commands.

For example,

RPP/RLC-abcde

RPP/RHA

RPP/RHG

RPP/RHF and so on.

**Important!** In many PCCs, the purged PNR will not open even with the cryptic commands, and the reason is due to restrictions of the specific PCCs (e.g ATH or AMS and so on) and the solution is to utilise the command: RPP/RLC-xxxxxx command in the main office of STO (38 or 34, it will have the same result).

### How to read the pnr history properly

The PNR history signature lines appear differently when it comes to active and purged PNRs issued in the Amadeus NDC-X portal.

*Examples:*

1) In the first line we have “NDCX Order create” and our office ID, when the booking was created.

In line 010 there is the info on when the airline did a Schedule change and it is shown as “NDCX SYNCHRO LO OCN” while our office ID remains the same.

```

RP/ST0SG34AA/ST0SG34AA      SM/GS 16APR24/0206Z [REDACTED]
ST0SG34AA/9996WS/10APR24
 000 OS/L03936 Q 15APR 1 SZZWAW HK1 2110 2215/NN
 000 OS/L03932 Q 17APR 3 WAWSZZ HK1 1200 1310/NN
 000 RF-NDCX ORDER CREATE-NMC-SCANDI/WSSRGSRS CR-ST0SG34AA 10
 20874 SU 9996WS/DS 16APR1119Z
000/010 CS/L03936 Q 15APR 1 SZZWAW UN1 2110 2215/HK
010 AS/L03932 Q 16APR 2 SZZWAW TK1 0840 0945/NN
010 RF-NDCX SYNCHRO LO OCN 1 - ST0SG34AA 0001AA/NCE1A0239 CR
  -ST0SG34AA 80208774 /DS 15APR1947Z
2 L03936 Q 15APR 1 SZZWAW UN1 2110 2215/HK
3 L03932 Q 16APR 2 SZZWAW TK1 0840 0945/TK
4 L03933 Q 17APR 3 WAWSZZ HK1 1200 1310/HK

```

2) In the below screenshot, any change from an ETG agent can be confirmed from the history. In line 011 it states "NDCX ORDER CHANGE" along with the agent's name and the Office ID. (deletion and addition of segments for a rebooking scenario).

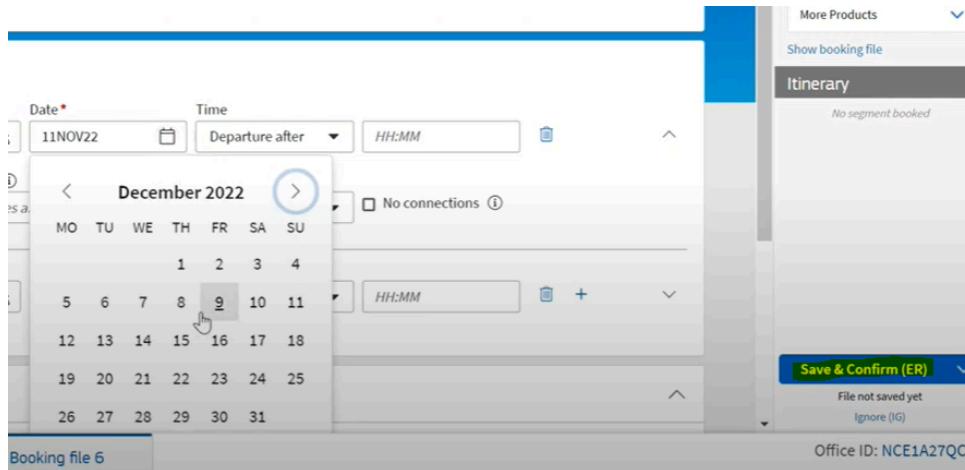
```

RP/MADSG34AA/MADSG34AA          GG/SU 14APR24/1238Z [REDACTED]
000 05/AV5212 O 16MAY 4 AXIMBOG HK1 2248 2344/NN
000 05/AV 046 O 17MAY 5 BOGMAD HK1 0710 2345/NN
000 05/AV 027 W 17JUN 1 MADBOG HK1 0940 1250/NN
000 05/AV8401 W 17JUN 1 BOGAXM HK1 1746 1844/NN
000 RF-NDCX ORDER CREATE-NMC-SPAIN/WSSRGSRE CR-MADSG34AA 782
    47820 SU 9998NS/DS 10APR1329Z
000/011 XS/AV5212 O 16MAY 4 AXIMBOG HK1 2248 2344/HK
000/011 XS/AV 046 O 17MAY 5 BOGMAD HK1 0710 2345/HK
011 AS/AV4888 O 16MAY 4 AXIMBOG HK1 0805 0859/NN
011 AS/AV 026 O 16MAY 4 BOGMAD HK1 1505 0740+1/NN
[REDACTED] 011 RF-NDCX ORDER CHANGE-NMC-SCAND1/NMABROUK CR-MADSG34AA 782
    247820 SU 0003G/GA-NMC-SPAIN/GAETG001 14APR1238Z
2 AV4888 O 16MAY 4 AXIMBOG HK1 0805 0859/HK
3 AV 026 O 16MAY 4 BOGMAD HK1 1505 0740+1/HK

```

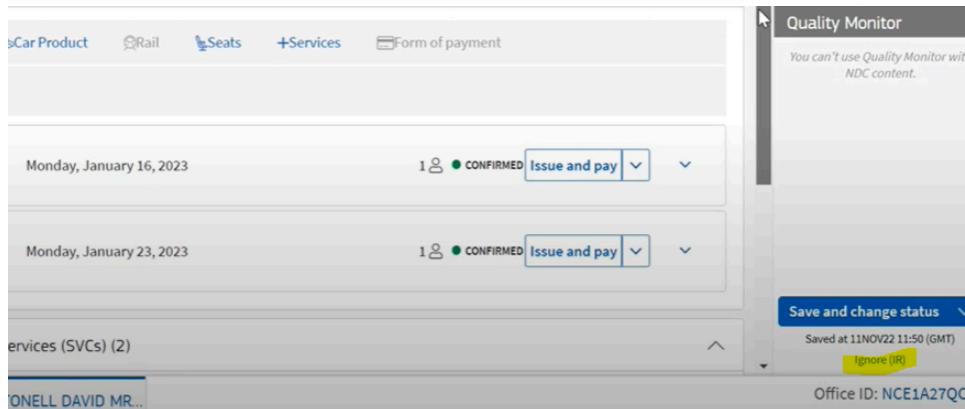
### Save and confirm (ER)

In order to save and confirm press on the **Save and confirm (ER)**:



### Ignore PNR:

In order to ignore the PNR press on:



### Sync

You can use the Sync button when you retrieve the PNR or after changing it in order to make sure that you have the most updated information:

## Booking File Information

Booking File History   TST History   Cryptic Display   TSM History   Delay Booking File   Place on queue   **Synchronize NDC Order**

Received From:   Ticketing Arrangement: TK OK11M0U2/MCE1A7ZC  Remove  More options

**Kindly note** that Synchronize is not always functioning. If the Synchronization with the airline has not been completed, then an error message will appear.

### Add a remark

You can use the "Add a Remark" button at the bottom of the page in order to add a remark in a PNR:

057-1506347606  
Manually entered EMD

What do you want to do next?

- = Retrieve profile
- = Air Booking
- = Add Seats
- = Add manual E-Ticket (FHE)
- = Add/Update passenger
- = Car Booking
- = Add Services
- = Add manual EMD (FHD)
- = Air Pricing/TST
- = Hotel Booking
- = **Add a Remark** 
- = Generate documents
- = Rail Booking
- = Add an Other Service Information
- = Add a form of payment

When the necessary information is filled in press on "**Add remark**" :

Add Remark   Add Other Service Information   Modify   Delete

Remarks

**Add remark**

Type: Generic (RM)   Category:  Passenger Association:  Segment Association:   
Up to five letters or asterisk (\*)

Remark\*:

Security option: No security

Add another

**NOTE:** When SSRs are added, then we are **not** able to delete/modify them

*Example:*

Once the seat is saved, then we are not able to edit the request.

Only NDC support can modify it afterward.

### Email/phone number:

It is **NOT** possible to change the email address/phone number, if this is needed, then we should contact airline support.

### Display PNR's history:

[Booking File History](#) [TST History](#) [Cryptic Display](#) [TSM History](#) [Delay Booking File](#) [Place on queue](#) [Synchronize NDC Order](#)

Received From: \* ab Ticketing Arrangement: TK OK11NOV22/NCE1A27QC [Remove](#) [More options](#)

Responsible Agent: FVGS Responsible Office: NCE1A27QC Creating Office: NCE1A27QC Order ID: AF057U20B89BB

Created on Nov 11, 2022 by 0004FV Last saved: Nov 11, 2022, 1:02:00 PM Record locator: NPJVP3 Airline record locator: NPJVP3

From "Booking File History", it is possible to select "RHA" from the drop-down menu for air segment history.

### Step 3

#### Solution

Parent step: 1

#### Rebooking

**All the flight changes should be performed in the graphic mode.** In case the original ticket had an emd (seating/baggage) the emd may not be automatically associated with the new ticket.

You need to contact the airline to reassociate the emd and if not reassigned then the customer needs to pay again. Please make sure to inform the customer in advance of this possibility.

- In case the customer is only interested in the airline's penalty and no specific date is provided you can see the fare rules here:

Add: [Air Product](#) [Hotel Product](#) [Car Product](#) [Rail](#) [Seats](#) [Services](#) [Form of payment](#)

MAD → BOG NDC

Tuesday, January 10, 2023 - Wednesday, January 18, 2023 EUR 1,311.31

1 CONFIRMED

ITINERARY	PRICE
Avianca AV 47 Tuesday, January 10, 2023 MAD 2:20 PM Madrid Adolfo Suarez ... → BOG 6:15 PM Bogota El Dorado Inter. Terminal 4S	EUR 1,311.31
Avianca AV 10 Tuesday, January 17, 2023 BOG 5:00 PM Bogota El Dorado Inter... → MAD 8:50 AM +1 Madrid Adolfo Suarez ... Terminal 1	EUR 1,311.31

Cancel ▾  
Exchange  
**Full fare conditions**  
Baggage information  
Send itinerary  
Send E-ticket

Special Services Requests (SSRs) and Auxiliary Services (SVCs) (4)

The class & the status of the segment will be shown in the ticket, however, no bag info.

Add: [WAW → KTW](#) NDC

Monday, December 4, 2023 - Tuesday, December 5, 2023 SEK 1,632.00

2 CONFIRMED

ITINERARY	PRICE
LOT Polish Airlines LO 3881 Monday, December 4, 2023 WAW 10:20 AM Warsaw Frederic Chopin → KTW 11:10 AM Katowice Pyrzowice Terminal C	SEK 1,632.00
LOT Polish Airlines LO 3886 Tuesday, December 5, 2023 KTW 6:25 PM Katowice Pyrzowice Terminal B → WAW 7:15 PM Warsaw Frederic Chopin	SEK 1,632.00

Airline record locator JTGEW5 Latest check-in time ▾  
Airline record locator JTGEW5 Latest check-in time ▾

Special Services Requests (SSRs) and Auxiliary Services (SVCs) 2 SSR

For Fare Breakdown of the tickets: Products -> Air segments -> Right Arrow & click on "PRICE":

ITINERARY							PRICE	
Total for all passengers: SEK 1,632.00 (including taxes and discounts)								
Passenger	Type	Fare amount	Taxes	Total	Reference			
INF DAHLBACK LISA MISS	E-Ticket	-	-	-	080-2416744666 Issued on 22JUN23			
ADT DAHLBACK IRENE MS	E-Ticket	SEK 397.00	SEK 505.00	SEK 902.00	080-2416744664 Issued on 22JUN23			
CHO DAHLBACK PELLE MSTR	E-Ticket	SEK 238.00	SEK 492.00	SEK 730.00	080-2416744665 Issued on 22JUN23			
<b>Total amounts</b>				<b>SEK 1,632.00</b>				

For baggage allowance of the current ticket: Click on "View TST" -> we can see Fare basis & Baggage allowance

TST

TST	Status	Passenger	Flight/Validating Carrier/Segments/Date	Price (incl. taxes)
TST 1	Not Ticketed	P1 DAHLBACK / Lisa	LO 3881 LO WAW-KTW 4 DEC LO 3886 LO KTW-WAW 5 DEC	0 SEK
TST 2	Not Ticketed	P1 DAHLBACK / Irene ms	LO 3881 LO WAW-KTW 4 DEC LO 3886 LO KTW-WAW 5 DEC	902 SEK
TST 3	Not Ticketed	P2 DAHLBACK / Pelle mstr	LO 3881 LO WAW-KTW 4 DEC LO 3886 LO KTW-WAW 5 DEC	730 SEK

Actions: [View TST](#) [View Taxes](#)

**TST 1 - DAHLBACK / Lisa (INF)**

#	Dep. City	Arr. City	Stop	Flight No.	Class	Date	Dep. Time	Segment Status	Fare basis	NVB	NVA	Baggage
1	WAW	KTW		LO 3881	V	04DEC	1020	RS	VSAV/N0	-	-	0PC
2	KTW	WAW		LO 3886	V	05DEC	1825	RS	VSAV/N0	-	-	0PC

Booking status: F (Final value (base fare amount))

Example:

0 PC for these tickets.

- If a date is provided then

1. Select the flight that you need to change:

Add:  Air Product  Hotel Product  Car Product  Rail  Seats  Services  Form of payment

Cancel  Exchange  Full fare conditions  Baggage information  Send itinerary  Send E-ticket

CDG ⇄ MAD NDC

Monday, January 16, 2023 - Monday, January 23, 2023

1 CONFIRMED

Special Services Requests (SSRs) and Auxiliary Services (SVCs) (3)

Add Services		Add Seats				
Passenger	Segment	Carrier	Category	Service	Status	Price
1 TONELL DAVID (Sep 18, 1980)	1	AF	Seat Map	RQST/CDGMAD/12F	HK1	Not chargeable
1 TONELL DAVID (Sep 18, 1980)	ALL	AF	Misc.	CTCM/0046734392617	HK1	Not chargeable
1 TONELL DAVID (Sep 18, 1980)	ALL	AF	Misc.	CTCE/ANNIKA.BRUNE//AMADEUS.COM	HK1	Not chargeable
					Total:	0

2. Press on "Exchange":

Products

Add:  Air Product  Hotel Product  Car Product  Rail Product  Seats  Services  Form of payment

Cancel  Exchange  Full fare conditions  Baggage information  Send itinerary  Send E-ticket

WAW ⇄ KTW NDC

Monday, December 4, 2023 - Tuesday, December 5, 2023

SEK 1,632.00

2 CONFIRMED

3. Fill in the new flights:

## Select flights to modify

\* Mandatory

<input checked="" type="checkbox"/> CDG → MAD	Jan 16, 2023		
Cabin: ECONOMY (Y)			
From *	To *	Date *	Cabin *
CDG	MAD	16JAN23	Premium Economy and Ec...
<input type="checkbox"/> MAD → CDG Jan 23, 2023 Cabin: ECONOMY (Y)			

4. Press on "Search New Flights":

<input checked="" type="checkbox"/> CDG → MAD	Jan 16, 2023		
Cabin: ECONOMY (Y)			
From *	To *	Date *	Cabin *
CDG	MAD	17JAN23	Premium Economy and Ec...
<input type="checkbox"/> MAD → CDG Jan 23, 2023 Cabin: ECONOMY (Y)			
<a href="#">+ Add flight</a> <input type="button" value="Search New Flights"/>			

Itin  
1. Ah AF 16 16 HI  
2. Ah AF 23 23 HI

5. Select the flight you want to rebook and make sure that the new flight option is with the NDC sign in the right corner. Also, it is possible to filter the new flights with Flight times, Airlines, and Cabins.  
If we need to check again the Fare Rules, "Full fare conditions" is accessible again.

Total to pay EUR 70,00  
Including taxes and penalties  
[\(i\) Full fare conditions](#)

**NDC**

⚠️ NDC Offer expires in 30 minutes. Price may change before expiration.

January 17, 2023	CDG 9:30 AM → MAD 11:35 AM	Operated by	Light
(i) 2:05 No connections			
January 23, 2023	MAD 4:15 PM → CDG 6:25 PM	Operated by	Light
(i) 2:10 No connections			
<input type="button" value="Select flight"/>			

At the top of the screen, you may see the total amount that the customer needs to pay to the airline.

- If customers have bought the "Flexible ticket" service, they will only need to pay us the fare/tax difference (not the penalty), and after the customer's payment (in case there is a fare/tax difference), we will pay the entire amount on Amadeus NDC-X (along with the airline penalty). Therefore please check the cost separately if customers have Flexible tickets and exclude the Penalty.

Amounts breakdown may change after the airline has issued the exchange documents			
Price difference	Penalties		
EUR 52.04	EUR 200.00		
Passenger	Original price	New price	Penalty
ADT	Fare 235.45 Taxes 55.45	EUR 261.47 206.00 55.47	EUR 100.00 -
ADT	Fare 235.45 Taxes 55.45	EUR 261.47 206.00 55.47	EUR 100.00 -
Total amounts	EUR 470.90	EUR 522.94	EUR 200.00

The above screenshot shows the price breakdown (Price Difference = Fare/Tax Difference & the Penalties). The customers must be charged for both of them (if they do not have flexible service).

**Please note that for rebooking the customer needs to pay on the spot since the offer is only available for 30 minutes.**

#### 6. Press on the arrow for the flight details and baggage allowance.

Then you may inform and charge the customer accordingly.

For the payment link select the correct product depending on if the customer has a Flexible ticket or not.

January 16, 2023      Air France      Light

CDG 6:55 AM → MAD 9:05 AM      AF 1000

① 2:10 No connections

Monday, January 16, 2023      Air France     

Paris      Charles De Ga...      AF 1000 - Airbus A220-300

CDG      Terminal 2F      Class G Cabin M

Madrid      Adolfo Suarez...      None

MAD      Terminal 2

Arrives on Monday, January 16, 2023



**Included**

Cdg-mad: the seat reclines to 118 degrees and is equipped with an adjustable headrest.  
Cdg-mad: download your favorite digital press onto your tablet or mobile free of charge, starting from 30 hours before your flight  
Cdg-mad: seats are arranged in rows of 2 x 3 seats, separated by 1 aisle.

Show Details▼

Some services may not apply to all flights

In Edvin, for choosing the correct payment cart:

- When airlines require **CASH** as FOP, select:  
**Airline Cost - Rebooking / New Ticket (GDS) NOT Flexible Ticket**
- When airlines require **VAN** as FOP, select:  
**Airline Cost - Rebooking / New Ticket (LCC) NOT Flexible Ticket**

#### 7. After the customer has paid:

-If AV, LO or QR booking, issue a VAN card and click on Next.

-If AF/KLM, AY, SK no need for a VAN card issuance.

#### 8. After the customer has paid you need to verify that the flights are correct in order to reissue the ticket

ⓘ Exchange is for all passengers

## Verify and reissue

New itinerary details

CDG → MAD	No connections		
AF AF 1300 Jan 17, 2023 CDG 9:30 AM	Terminal 2F → MAD 11:35 AM	Terminal 2	Class Q Cabin ECON...
MAD → CDG No connections			
AF AF 1601 Jan 23, 2023 MAD 4:15 PM	Terminal 2 → CDG 6:25 PM	Terminal 2F	Class N Cabin ECON...

You can also see the fare breakdown if you scroll down

ⓘ For information purposes only

Total to pay  
**EUR 70.00**  
Including taxes and penalties

	Original price	New price
		<b>EUR 194.02 EUR 194.02</b>

ⓘ Full fare conditions

Passenger	Original price	New price	Residual Value	Total to pay
ADT	EUR 194.02	EUR 194.02	-	EUR 70.00
Fare	143.00	143.00	-	-
Taxes	51.02	51.02	-	0.00
Penalty				70.00

## 9. Add the form of payment

For AV, LO or QR bookings -> FOP is **VAN**

For AF/KLM, AY or SK bookings -> FOP is **CASH**

and press on "Reissue"

Form of payment

Cash

+ Add form of payment

[Back to search](#) [Reissue](#)

After the successful issuance, you can see the new tkt number and the message "NDC content was paid and reissued"

NDC content was paid and reissued

Issue Document Receipt

Tickets		Passenger	Flights / Validating Carrier / Coupons
Ticket Number		P1 TONELL David MR	AF1300 AF CDG-MAD 17JAN AF1601 AF MAD-CDG 23JAN
Issued on 11NOV22 from TST 2			
EMD-Electronic Documents			
Rec.Loc.	Description	Flights / Validating Carrier / Coupons	
057-1506347606	Manually entered EMD		

After the reissue, the original ticket numbers will appear as "Manual Entered tickets".

Refund	Revalidate	Issue Document Receipt	ATC Reissue	Add Manual E-Ticket	Add Manual EMD	Create Original/Issued in Exchange For (TO)	Send A.I.R. E-Ticket	Send A.I.R. EMD
View		Void E-Ticket/EMD	Show Refund					
		Ticket number	Passenger	Flight	Total			
<input type="checkbox"/>	080-2416744668 Issued on 22JUN23 from TST4		DAHLBACK IRENE	L03883 L03882	LO LO	WAW-KTW KTW-WAW	05DEC23 06DEC23	
<input type="checkbox"/>	080-2416744670 Issued on 22JUN23 from TST6		DAHLBACK LISA <small>INF</small>	L03883 L03882	LO LO	WAW-KTW KTW-WAW	05DEC23 06DEC23	
<input type="checkbox"/>	080-2416744669 Issued on 22JUN23 from TST5		DAHLBACK PELLE	L03883 L03882	LO LO	WAW-KTW KTW-WAW	05DEC23 06DEC23	
<input type="checkbox"/>	080-2416744664 Manually entered E-Ticket		DAHLBACK IRENE					
<input type="checkbox"/>	080-2416744665 Manually entered E-Ticket		DAHLBACK USA <small>INF</small>					
<input type="checkbox"/>	080-2416744669 Manually entered E-Ticket		DAHLBACK PF11 F					

10. Register payment in Edvin (on the occasions are required -ex. for VAN rebooking scenarios).

- Once the rebooking is confirmed, proceed with the rest actions in Edvin as per our normal routines as per this Shelf page: [Sync Trip button, under customer trip field](#).

If this is not possible, use the old routine: Send email confirmation to customer from Edvin. Use template titled " External portal booking details " located under folder First Line-> Other ,and Register an Errand.

11. Only for AF/KLM, AY or SK ->Place in "**UPA TKT - Close D365 External portals**" queue including the new ticket number and the passengers' names.

Also, include the Changefee EMD number (if any). If the Penalty is charged as an EMD (changefee), it will be as PENF beside the EMD number.

#### Step 4

##### Solution

Parent step: 1

#### Name correction/Name change

##### Name correction/Name change

- Always check the Edvin docs to assure that the correction/change is possible.
- You must always collect a copy of the passport from the customer
- Place it on the respective Support Queue as per the location
- Support needs to contact the airline for further handling.

**Important!** For AY & SK orders, please redirect the passengers to the carrier until further notice.

#### Step 5

##### Solution

Parent step: 1

#### Adding ancillaries and requests

##### Seating-Baggage-Special assistance

#### Seating

1. You can add seats to a booking before or after the issuance.

Press on, "Add seats":

The screenshot shows a table of passengers under the heading 'Passenger'. There are two rows, both for 'TONELL DAVID (Sep 18, 1980)'. The first row has 'Segment ALL', 'Carrier AF', 'Category Misc.', 'Service CTCM/0046734392617', 'Status HK1', and 'Price Not chargeable'. The second row has 'Segment ALL', 'Carrier AF', 'Category Misc.', 'Service CTCE/ANNIKA.BRUNE//AMADEUS.COM', 'Status HK1', and 'Price Not chargeable'. A 'Total:' row shows a value of 0. Below the table, a section titled 'What do you want to do next?' lists various actions: Retrieve profile, Add/Update passenger, Air Pricing/TST, Air Booking, Car Booking, Hotel Booking, Rail Booking, Add Seats (highlighted in yellow), Add Services, Add a Remark, Add an Other Service Information, Add manual E-Ticket (FHE), Add manual EMD (FHD), Generate documents, and Add a form of payment.

Or here:

The screenshot shows a list of products. At the top, there are buttons for 'Add: Air Product', 'Hotel Product', 'Car Product', 'Rail', 'Seats' (highlighted in yellow), 'Services', and 'Form of payment'. Below this, there are two flight bookings: one from 'CDG → MAD' on 'Monday, January 16, 2023' and another from 'MAD → CDG' on 'Monday, January 23, 2023'. Each booking has a status of 'CONFIRMED' and an 'Issue and pay' button. To the right of the bookings, there is a 'Seat map' button.

2. The seat map opens and if you hover over the seat you can see the cost:

The screenshot shows a 'Seat map' interface. On the left, a grid shows seat positions by row (10 to 18) and column (A to F). Seats are marked with symbols: 'X' for unavailable, '\$' for available, and '\$' with a red border for premium. Row 12 contains a seat with a red border. On the right, a detailed view of seat '12F' is shown. It includes 'Seat Characteristics' (Chargeable seat, Overwing seat(s), Right side of aircraft, Window seat), 'Seat Occupation' (Seat is vacant), and a 'Price per passenger' section showing 'P1' and 'EUR 12.00'.

3. Select the segment, the passenger, and the seat that you wish from the seat map and press "book and pay":

Booking file - TONELL DAVID MR (1) - 16JAN23 - MAD - NPJ4PM

Close seat map **Seat map** Service catalogue Segment S1: AF1000 Jan 16, 2023 CDG-MAD 7:00 AM/9:10 AM **Legend**

	A	C	D	E	F	
10	X	X	X	X	X	10
11	X	X	X	X	X	11
12	\$	\$	\$	\$	1	12
14	\$	\$	\$	\$	\$	14
15	\$	\$	\$	\$	\$	15
16	\$	\$	\$	\$	\$	16
17	\$	\$	\$	\$	\$	17
18	\$	\$	\$	\$	\$	18
19	\$	\$	\$	\$	\$	19
20	\$	\$	\$	\$	\$	20

Passengers **Seat features** Amenities

Passengers Seats Status

P1 ADT TONELL David 12F **x**

Price for 1 seat selected: EUR 12.00 **Book and pay**

In Edvin, for choosing the correct payment cart:

- When airlines require **CASH** as FOP, select:  
**Baggage GDS (Manual)**  
**Meal GDS (Manual)**  
**Seating GDS (Manual)**
- When airlines require **VAN** as FOP, select:  
**LCC ancillary (Manual)**

4. If the customer proceeds with the payment, add the form of payment:

For AV or LO bookings -> FOP is **VAN**

For AF/KLM, AY or SK bookings -> FOP is **CASH**

#### Review and issue your seats

Price details

Total for all seats: EUR 12.00

S1: AF1000 Jan 16, 2023 CDG-MAD 7:00 AM/9:10 AM

P1	ADT	TONELL David	12F	EUR 12.00
Price for S1				EUR 12.00

Form of payment

Type **Select**

Cash

Credit Card **Issue and pay**

5. Press on : "Issue and Pay"

Total for all seats: EUR 12.00

S1: AF1000 Jan 16, 2023 CDG-MAD 7:00 AM/9:10 AM

P1	ADT	TONELL David	12F	EUR 12.00
Price for S1				EUR 12.00

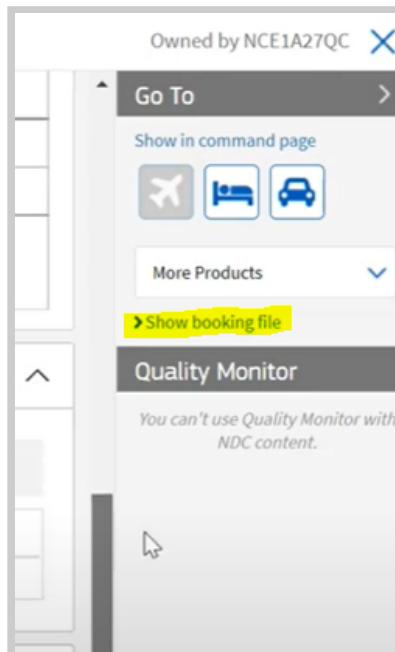
**Form of payment**

Type  
Cash

Form of payment  
Cash

[Go to seatmap](#) [Issue and pay](#)

After the EMD issuance press on "Show booking file":



And you can find the emd number here:

Issue Document Receipt			
Tickets			
Ticket Number	Passenger	Flights / Validating Carrier / Coupons	
057-1478449031	P1 TONELL David MR	AF1000	AF CDG-MAD 16.JAN
<b>EMD-Electronic Documents</b>			
Rec.Loc.	Description	Flights / Validating Carrier / Coupons	
057-1506347606	P1 SEAT MAP[RQST]	AF1000	AF CDG-MAD 16.JAN

Show in command page

More Products

Show booking file

Quality Monitor

You can't use Quality Monitor with NDC content.

Only for AF/KLM, AY or SK -> Place in "UPA TKT - Close D365 External portals" queue including the EMD number and the passengers' names.

6. Send email confirmation to passenger from EDVIN.

Template found in:

- For ETG orders: First Line Others Others External portal booking details
- For B.com orders: Booking.com First Line Other External portal booking details

**NOTE:** When SSRs are added, we cannot delete/modify them.

Example: We cannot edit the request once the SSR is saved.

Only the airline's support can assist further. Kindly place the order in the support queue in order to contact the airline company.

## Baggage

You can add baggage to a booking before or after the issuance.

1. Press on "Add services":

Products

Add: Air Product Hotel Product Car Product Rail Product Seats Services Form of payment

AMS → MAD NDC

Thursday, 20 April 2023 SEK 1,406.00 1 CONFIRMED

Special Services Requests (SSRs) and Auxiliary Services (SVCs) (1)

Add Services Add Seats

2. Select the baggage and the passenger and press on "Request":

Close service list Seat map Service catalogue

Service list expires in 30 minutes.

Passengers: Select All, DELUN MONIKA MRS

Segments: Select All, KU0136 21 Apr 2023 AMS-MAD

Service List

Passenger	Segment	Price
DELUN MONIKA MRS	KU0136 21 Apr 2023 AMS-MAD 13:00/16:25	SEK 284.00

Bind, Deaf, Wchr, Wchs

3. Please note that for adding a service the customer needs to pay on the spot since the offer is only available for 30 minutes.

In Edvin, for choosing the correct payment cart:

- When airlines require **CASH** as FOP, select:  
**Baggage GDS (Manual)**  
**Meal GDS (Manual)**  
**Seating GDS (Manual)**
- When airlines require **VAN** as FOP, select:  
**LCC ancillary (Manual)**

If the customer proceeds with the payment, add the form of payment:

For AV or LO bookings -> FOP is **VAN**

For AF/KLM, AY or SK bookings -> FOP is **CASH**

*Example:*

## Review and issue your services

### Price details

Total for all services: SEK 353.00

P1: ADT	<b>BLOM</b> Tomas Mr		
PDV8	1 ST CHECKED BAG UP TO 23KG	LO223 V Nov 8, 2023 WAW-VIE 10:10 AM/11:35 AM	SEK 353.00
Price for P1			<b>SEK 353.00</b>

### Form of payment

Cash

+ Add form of payment

[Go to service list](#)

[Issue and pay](#)

#### 4. Press on : "Issue and Pay"

Example of a successful baggage issuance with the message "Services were issued and paid":

: Go to Booking File

Services were issued and paid

Review and issue your services

Price details

Total for all services: SEK 706.00

P1: ADT	<b>BLOM</b> Tomas Mr		
XBAG	PREPAID TO 23KG OR EXC DIM		
Price for P1			SEK 706.00

Form of payment

[Go to service list](#)

[Issue and pay](#)

Now click on "Go to service list"

#### 5. After the successful issuance you can find the EMD here:

Examples:

	EMD number	Service	Passenger	Flight	Total
<input type="checkbox"/>	074-1516995856	Misc.ABAG	DELIJN MONIKA	KL136 KL AMS-MAD	21APR23
Total for all EMD -					

	Ticket number	Passenger	Flight	Total	
<input type="checkbox"/>	080-2416744667	BLOM TOMAS	LO223 LO WAW-VIE	08NOV23	
Issued on 22JUN23 from TST1					
Total for all tickets and all passengers -					
	EMD number	Service	Passenger	Flight	Total
<input type="checkbox"/>	080-4090350024	Misc. PDVB	BLOM TOMAS	LO223 LO WAW-VIE	08NOV23
<input type="checkbox"/>	080-4090350025	Misc. XBAG	BLOM TOMAS	LO223 LO WAW-VIE	08NOV23

Only for AF/KLM, AY or SK -> Place in "UPA TKT - Close D365 External portals" queue including the emd number and the passengers' names.

#### 6. Send email confirmation to passenger from EDVIN.

Template found in:

- For ETG orders: First Line Others Others External portal booking details
- For B.com orders: Booking.com First Line Other External portal booking details

**NOTE:** When SSRs are added, we cannot delete/modify them.

Example: We cannot edit the request once the SSR is saved.

Only the airline's support can assist further. Kindly place the order in the support queue in order to contact the airline company.

## Special assistance

1. Press on "Add services":

The screenshot shows a software interface for managing travel services. At the top, there are tabs for 'Add' (with options for Air Product, Hotel Product, Car Product, Rail Product, Seats, Services, and Form of payment) and a search bar. Below this, a flight summary is displayed: AMS → MAD, Date: Thursday, 20 April 2023, Price: SEK 1,406.00, and 1 passenger status: CONFIRMED. A section titled 'Special Services Requests (SSRs) and Auxiliary Services (SVCs) (1)' is present, with buttons for 'Add Services' and 'Add Seats'.

2. Select the type of special assistance and the passenger and press on "Request":

The screenshot shows the 'Service catalogue' page. It includes filters for Passengers (Select All, DELUN MONIKA MRS selected) and Segments (Select All, KL0136 21 Apr 2023 AMS-MAD selected). The main area displays a 'Service List' with various options: Luggage-First additional bag (SEK 284.00), Blind (Free), Deaf (Free), Wchr (Free), and Wchs (Free). Each service has a checkbox next to it.

**NOTE:** When SSRs are added, we cannot delete/modify them.

Example: We cannot edit the request once the SSR is saved.

Only the airline's support can assist further. Kindly place the order in the support queue in order to contact the airline company.

## Step 6

Solution

Parent step: 1

## Split pnr

Split is available in the portal.

**Exception:** AF/KLM through Amadeus NDC-X.

For AF/KLM, we always need to contact the carrier in order to split and take all the necessary actions after the split since we lose the ticket's authority due to no synchronization of the systems in both PNRs.

## Step by step:

1. Retrieve the PNR.
2. In the Passenger and contact details section, click on "Split NDC Order".

This screenshot shows the 'Passenger and contact details' section of a software interface. It displays two passengers: 'POURTOIS ROMEO' (reference number 1) and 'POURTOIS VAL' (reference number 2). Each passenger entry includes a small orange square icon with a number, the passenger's name, and an 'ADT' button.

The Split NDC Order window opens.

This screenshot shows the 'Split NDC Order' window. In the 'PNR information' section, it shows 'Amadeus Record Locator: 5ZRPFO', 'NDC Order ID: AA001HM8LNXA3', and 'Number of Passengers: 2'. Below this, the 'Select Passengers to move' section lists two passengers: 'POURTOIS ROMEO (Jan 1, 2000)' and 'POURTOIS VAL (Jun 16, 1981)'. Both have an 'ADT' button next to them. A note below says 'Number of passengers to move: 0 of 2'. At the bottom are 'Go back' and 'Split NDC Order' buttons.

3. Select the passenger you want to split from the PNR and click the "Split NDC Order" button.

This screenshot shows the 'Split NDC Order' window. It has the same 'PNR information' and 'Select Passengers to move' sections as the previous screenshot. However, the checkbox for 'POURTOIS VAL (Jun 16, 1981)' is checked and circled in red. The note below says 'Number of passengers to move: 1 of 2'. The 'Split NDC Order' button is highlighted with a red arrow pointing to it.

In the Split completed window, the split PNRs are shown with their reference numbers.

 Split completed

NDC Order was **split**.  
Select a PNR to display:

**⚠ PNR HAS BEEN CHANGED IGNORE BEFORE PROCEEDING (24040)**

PNR	Order ID	Passengers
<input checked="" type="radio"/> 5ZT8QV	AA001HOPU5XA6	POURTOIS VAL (Jun 16, 1981)
<input type="radio"/> 5ZRPFO	AA001HM8LNXA3	POURTOIS ROMEO (Jan 1, 2000)

**Continue**

4. Select the PNR you want to display and click the "Continue" button.

 Split completed

NDC Order was **split**.  
Select a PNR to display:

**⚠ PNR HAS BEEN CHANGED IGNORE BEFORE PROCEEDING (24040)**

PNR	Order ID	Passengers
<input checked="" type="radio"/> 5ZT8QV	AA001HOPU5XA6	POURTOIS VAL (Jun 16, 1981)
<input type="radio"/> 5ZRPFO	AA001HM8LNXA3	POURTOIS ROMEO (Jan 1, 2000)

**Continue**

The associated PNR reference is displayed in the Booking file information section.

Booking File Information

Booking File History   TST History   Cryptic Display   TSM History   Delay Booking File   Place on queue   Synchronize NDC Order

Received From: 0004FV      Ticketing Arrangement: TK OK15JAN24/       More options

Responsible Agent: FVGS      Responsible Office:       Queuing Office:       Amadeus Record locator: 5ZT8QV

Created on Jan 15, 2024 by 0004FV      Last saved: Jan 15, 2024, 12:43:00 PM      NDC Order ID: AA001HOPU5XA6      Airline record locators: -

Associated PNRs:  5ZRPFO

The associated PNR reference is shown as an SP element in the cryptic mode.

```

1 .POURTOIS/VAL(ADT)
2 AA2728 B 10APR 3 EWRDFW HK1      A 0651 0935  NDC
3 AA 570 B 17APR 3 DFWLGA HK1      O 0600 1035  NDC
4 APA 
5 APA 33 09723 0220
6 TK OK15JAN/1 
7 SSR CTCM AA HK1 +3311111111111111
8 SSR DOCS AA HK1 ///16JUN81/F//POURTOIS/VAL
9 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
   FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
   GGAMAUSHAZ/S2-3
10 FA PAX 001-5750801571/ETAA/15JAN24//00022665/S2-3
11 FP CASH
* SP 15JAN/FVGS/ -5ZRPFO

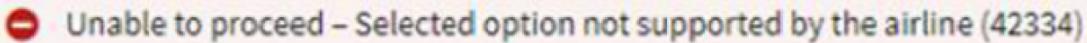
```

\*\* Always link the new split pnr in Edvin \*\*

**Important:**

The Split button will be available in all NDC bookings (Exception: AF/KLM).

Airlines that don't allow the split of passengers will display the following error message:

 **Unable to proceed – Selected option not supported by the airline (42334)**

On that occasion, we should contact the carrier in order to split and take all the necessary actions after the split since we lose the ticket's authority due to no synchronization of the systems in both PNRs.

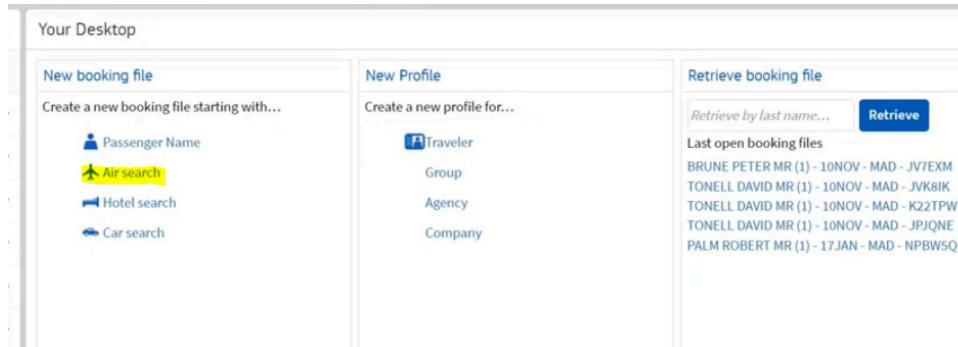
**Step 7****Solution**

Parent step: 1

**New ticket sell - Add child/infant**

**Please note that for new ticket sell the customer needs to pay on the spot since the offer is only available for 30 minutes.**

In order to make a new reservation you need to :

**1. Press on "Air search"**

Your Desktop

New booking file

Create a new booking file starting with...

Passenger Name

**Air search**

Hotel search

Car search

New Profile

Create a new profile for...

Traveler

Group

Agency

Company

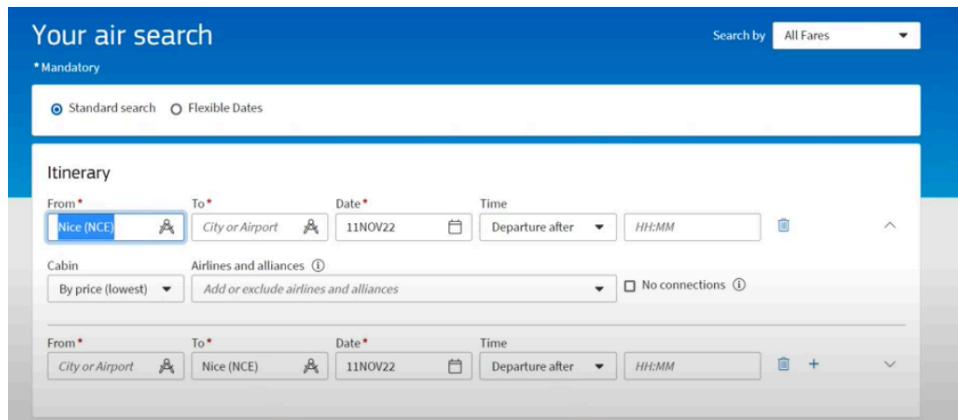
Retrieve booking file

Retrieve by last name...

Retrieve

Last open booking files

BRUNE PETER MR (1) - 10NOV - MAD - JV7EXM  
TONELL DAVID MR (1) - 10NOV - MAD - JV8IK  
TONELL DAVID MR (1) - 10NOV - MAD - K22TPW  
TONELL DAVID MR (1) - 10NOV - MAD - JPJQNE  
PALM ROBERT MR (1) - 17JAN - MAD - NPBWSQ

**2. Insert the itinerary**

Your air search

\*Mandatory

Standard search  Flexible Dates

Search by All Fares

Itinerary

From \* Nice (NCE) To \* Nice (NCE) Date \* 11NOV22 Time HH:MM

Cabin By price (lowest) Airlines and alliances Add or exclude airlines and alliances

No connections

From \* City or Airport To \* Nice (NCE) Date \* 11NOV22 Time HH:MM

**3. Add the number of passengers**

## Passengers

### Passenger Type Codes (PTCs)\*

1 ADT 0 CHC 0 INF

Add passengers

### Profile information

myagency

4. Select a specific fare if you wish and press Only NDC content.

The screenshot shows the 'Fares and fees' configuration interface. Under 'Fare types\*', 'Public', 'Negotiated', and 'Corporate code' are selected. A search bar contains 'AF/974900'. Under 'Fare options', 'Fare restrictions' are set to 'Fare restrictions', 'Currency' is 'EUR', and 'Withhold taxes' is unchecked. Under 'Content options', 'Only NDC' is selected. Under 'Discounts', 'NDC promotion code' is checked. In the 'Mark-up and fees' section, 'Margin Manager Model' is set to '0 - Virtual Model'.

5. Press on "SEARCH"

6. Select the respective flight by clicking on "Select Flight"

The screenshot shows flight search results. It displays 1-25 of 124 grouped results. The first result is 'EUR 101.96 \* Public fare'. It includes a warning: '⚠️ NDC Offer expires in 29 minutes. Price may change before expiration.' The flight details are: January 16, 2023, CDG 6:55 AM → MAD 9:05 AM, AF 1000, 2:10 No connections. The second result is: January 23, 2023, MAD 4:25 PM → CDG 6:35 PM, AF 1601, 2:10 No connections. Both flights are labeled 'Light' and have a 'Show services' link. A 'Select flight' button is at the bottom right. A note at the bottom states: '\* Additional fees may apply depending on your selected form of payment'.

7. Press on the arrow for the flight details and baggage allowance

January 16, 2023       Air France      Light

CDG 6:55 AM → MAD 9:05 AM      AF 1000

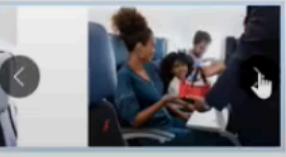
⌚ 2:10 No connections

---

**Monday, January 16, 2023**

Paris CDG 6:55 AM	Charles De Ga... Terminal 2F	 Air France AF 1000 - Airbus A220-300 Class G Cabin M
Madrid MAD 9:05 AM	Adolfo Suarez... Terminal 2	<b>Baggage information</b> ADT None

Arrives on Monday, January 16, 2023



**Baggage information**

Included

Cdg-mad: the seat reclines to 118 degrees and is equipped with an adjustable headrest.  
Cdg-mad: download your favorite digital press onto your tablet or mobile free of charge, starting from 30 hours before your flight  
Cdg-mad: seats are arranged in rows of 2 x 3 seats, separated by 1 aisle.

Show Details

Some services may not apply to all flights

In case you need an upsell you can select it by clicking on the respective fare type

### Other fares for this itinerary

STANDARD + STANDARDPLUS Total: EUR 19.00	STANDARDPLUS + BUSINESS S... Total: EUR 19.00	BUSINESS STANDARD + STAN... Total: EUR 19.00
STANDARDPLUS + STANDARD Total: EUR 19.00	STANDARDPLUS Total: EUR 19.00	STANDARD Total: EUR 151.96
FLEX Total: EUR 271.96	STANDARD + BUSINESS STAN... Total: EUR 273.96	BUSINESS STANDARD + STAN... Total: EUR 292.10
BUSINESS STANDARD Total: EUR 414.10	FLEX + BUSINESS FLEX Total: EUR 488.96	BUSINESS FLEX + FLEX Total: EUR 507.10
BUSINESS FLEX Total: EUR 724.10		

8. After having selected the flight you need to add the passenger information such as Name, Gender, email, phone number

### Passenger information

**⚠️** For itineraries where Secure Flight program applies, enter all passport information now. If not, you will not be able to issue tickets.

\* Mandatory

1	Title <input checked="" type="radio"/> ADT	Last name * <input type="text"/>	First name * <input type="text"/>	Date of birth <input type="text"/> DDMMYYYY	Gender <input type="button" value="Choose a gender"/>
---	-----------------------------------------------	-------------------------------------	--------------------------------------	------------------------------------------------	----------------------------------------------------------

Travel documents  
[Add travel documents](#) [Add Frequent Flyer](#)

Make sure that this option is always selected in case of an SC:

\* Mandatory

Contact type \* Contact \* Passengers \*

Mobile	0734392617	1
--------	------------	---

Share contact with the airline to inform about schedule changes

Add Contact

9. Inform the customer about the total charge and send the payment link. After the payment press "Book".

Total for all passengers: EUR 101.96 (including taxes and discounts)						
Passenger	Fare amount	Taxes	Service Fees	Mark-up	Airline Fees	Total
1 ADT	EUR 48.00	EUR 51.02	-	-	EUR 2.94 ⓘ	EUR 101.96
Total amounts	EUR 48.00	EUR 51.02	-	-	EUR 2.94 ⓘ	EUR 101.96

[Back to Search](#) [Book](#)

10. When you have booked the flight you can see the Amadeus Record locator and the airline's record locator

Booking file - TONELL DAVID MR (1) - 16JAN23 - MAD - NPJ4PM

Booking file flags: RLR

Booking File Information

Booking File History TST History Cryptic Display TSM History Delay Booking File Place on queue Synchronize NDC Order

Received From: ab Ticketing Arrangement: TL 11NOV22 Add More options

Responsible Agent: FVGS Responsible Office: NCE1A27QC Creating Office: NCE1A27QC Order ID: AF057U20B89BB

Created on Nov 11, 2022 by 0004FV Last saved: Nov 11, 2022, 12:45:00 PM Record locator: NPJ4PM Airline record locator: NPJVP3

Option Queues (1)

Type	Queue Number and Category	Date	Time	Information	Receiving Office	Additional Office(s)	Passenger	Segment
OPC	1C256	14NOV	13:00	AF PAYMENT TIME LIMIT	NCE1A27QC	-	-	<a href="#">1</a> <a href="#">2</a>

Passenger and contact details (1)

Retrieve profile Add agency contact

11. Press on "issue and pay" for issuance

Products

Add: Air Product Hotel Product Car Product Rail Seats Services Form of payment

Issue and pay Cancel Exchange Full fare conditions Baggage information Send itinerary

CDG → MAD NDC Monday, January 16, 2023 1 CONFIRMED Issue and pay

MAD → CDG NDC Monday, January 23, 2023 1 CONFIRMED Issue and pay

12. Add the form of payment and press on "issue and pay" once again

For AV, LO or QR bookings -> FOP is VAN

For AF/KLM, AY or SK bookings -> FOP is CASH

After the successful issuance, you can see the ticket number.

13. Register payment, link the new PNR in Edvin,
14. Send email confirmation to the customer from Edvin. Use the template titled " External portal booking details " located under folder First Line-> Other. You are NOT allowed to send the new ticket and itinerary from Amadeus NDC-X.
15. Register errand and change order.
16. Only for AF/KLM, AY or SK -> Place in "**UPA TKT - Close D365 External portals**" queue and include the new ticket number and the passengers' names

## Add child-infant

Adding an infant/child is only supported by contacting the airline.

- You must always have the full name of the customer and the dob (Date of Birth) of the child/infant
- Place it on support as per your location

### When payment link is paid:

The support agents will contact the airline for further instructions.

## Step 8

### Solution

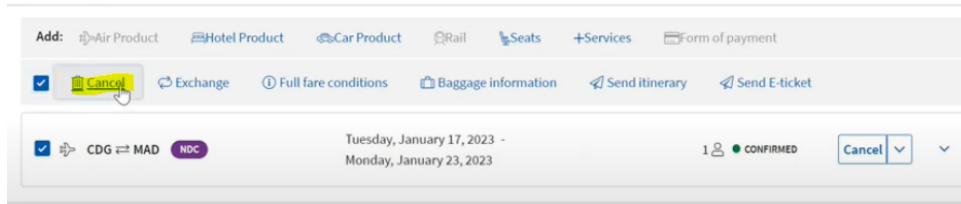
Parent step: 11

## Void

**\*\*Always check for Void cancellation automation under "Modify Order". Click [here](#) for process guidelines\*\***

1. Select the itinerary

2. Press on "Cancel"



Make sure that the penalty is 0 or that the cancellation type is VOID

3. Inform the customer about our fee
4. When they confirm press on "**Void now**" in order to void the ticket

### Cancelling NDC Order

Cancellation type  
**VOID**

All tickets and NDC elements will be canceled.

[Go back](#) [Void now](#)

If the void is successful all the ticket elements will be canceled and the below message will appear

### Cancelling NDC Order

NDC Order was **voided**.

[Continue](#)

5. Run "**Modify order**" with "**Void**" as a cancellation reason.

**Important!** Please add the message "NDC Order was voided." to the "Other info to BO" inbox.

6. Send cancellation confirmation using: **GDS cancellation template** from Edvin.

**NOTE:** After the VOID, the air segments would not appear so no products to display.

Additionally, the emds will open to see every detail & tickets will not be clickable.

All SSRs will remain.

#### Step 9

Solution

Parent step: 11

#### Fare Rules

**\*\*Always check for claim automation under "Modify Order". Click [here](#) for process guidelines.\*\***

#### General info:

- All ancillaries are **non-refundable**. We must inform the Customer before cancellation.
- For **AF/KLM**, if the order contains fares with different refund conditions or contains one of the following taxes: DO, HN, IN, K3, PA, PH, or E3, then the refund cannot be processed through Amadeus NDC-X. The system will reject the refund request, resulting in a refund of the tickets through BSP.

If the customer wants cancellation, check the fare rules that can be found under "**Full fare conditions**":

The screenshot shows a travel itinerary for a flight from Madrid (MAD) to Bogota (BOG) on January 10, 2023, and another flight from Bogota (BOG) back to Madrid (MAD) on January 17, 2023. The total price is EUR 1,311.31 for 1 person. The status is CONFIRMED. A context menu is open over the 'Cancel' button, with the 'Full fare conditions' option highlighted.

**The claim task has been moved to the SL team as of November 5, 2024.**

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:  
- Inform customer about the Penalty and if the customer confirms the cancellation, click on "Modify" button accordingly (automation will work if it is available), SL will continue and cancel the order in the Portal.
- If Original Travel is **within or Less than 4 Hours**:  
Follow the standard refund routine as usual.

## Step by step

### 1. Select the itinerary

The screenshot shows a travel itinerary for a flight from Paris (CDG) to Madrid (MAD) on January 17, 2023, and another flight from Madrid (MAD) back to Paris (CDG) on January 23, 2023. The status is CONFIRMED. A context menu is open over the 'Cancel' button, with the 'Cancel' option highlighted.

### 2. Press on "Cancel"

The screenshot shows the same travel itinerary as the previous step, but the 'Cancel' button is now being actively pressed, as indicated by a yellow highlight and a mouse cursor icon.

The total refundable amount will be automatically displayed in the next step

3. Inform the customer about the PENALTY amount and our fee.

NOTE: If a zero (0) PENALTY is demonstrated, we need to check in fare rules as most probably the ticket is non-refundable.

If you encounter "Allowed with Restriction" make sure to check the full Fare Rules within Amadeus [cryptic mode of Amadeus (command page)].

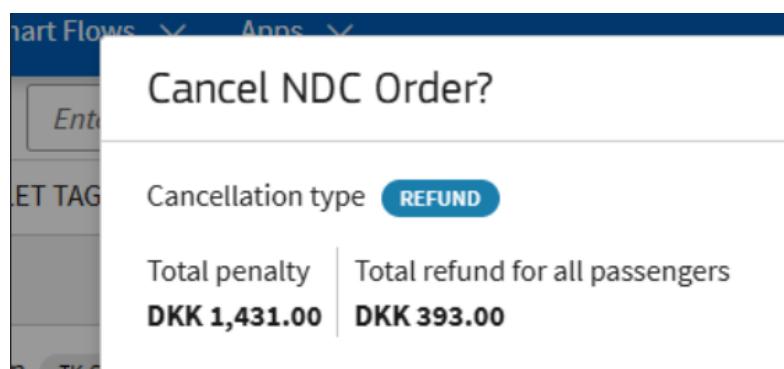
Fare Conditions		
Owner carrier	LO	
Validating Carrier	-	
Cabin	ECONOMY(M)	
Booking class	Q	
<a href="#">Fare rules</a> <a href="#">Services</a>		
<b>Cancel</b>		
Before departure	Allowed with Restriction	EUR 100.00 MIN - EUR 100.00
After departure	Not Allowed	- MIN - MAX
No-show before departure	Not Allowed	- MIN - MAX
No-show after departure	Not Allowed	- MIN - MAX
<b>Change</b>		
Before departure	Allowed with Restriction	- MIN - MAX
After departure	Allowed with Restriction	- MIN - MAX
No-show before departure	Not Allowed	- MIN - MAX
No-show after departure	Not Allowed	- MIN - MAX

For example, in full Fare Rules [cryptic mode of Amadeus (command page)]:

CANCELLATIONS  
BEFORE DEPARTURE  
PER TICKET CHARGE EUR 40.00 FOR CANCEL/REFUND.  
**NOTE -**  
**LESS THAN 10 DAYS BEFORE**  
**DEPARTURE TKICKET ARE NON-**  
**REFUNDABLE.**

4. The refundable amount is under "Total refund for all passengers". Make sure to verify that the penalty matches what is stated in the Fare Rules.

If the customer confirms the refund then select "**CONFIRM**", so that the tickets will be refunded and air segments will be removed at once.



**NOTE:** If our fee is higher than the refundable amount, and the customer confirms the cancellation, the agent should still cancel and refund in the portal, as the refunded amount goes to ETG, and shall not be in the queue for the refund to the customer. Do **NOT** "Modify order" in such a scenario, as no refund to the customer.

5. Go to Edvin, "Modify order", in the "Other info to BO" box add note **TKT REFUNDED (always include the tkt number)** and send cancellation confirmation using: **GDS cancellation template** from Edvin.

### Tax Refund (Fare Rules):

The refund flow is automated for tax refunds as well. The system will show any refundable amount. Please keep in mind the ETG fees (if applicable).

### Partially used tickets:

The refund flow is automated for partially used tickets. The system will show any refundable amount. Please keep in mind the ETG fees (if applicable).

### Step 10



Solution

Parent step: 11

### GDPR

We are not able to cancel the segments, in the case of GDPR cancellation check Edvin docs and if permitted then send to support ( if less than 48 hours before dep place in support urgent) in order to contact the airline to cancel the segments in order to avoid no-show. Then proceed as per the [GDPR process](#)

### The FL agent must provide the following information:

- Ticket and/or EMD number to be claimed
- Penalty quoted to pax, if applicable.
- Waiver, if applicable.
- Inform customers to attach a Document, if applicable.
- Reason for escalating (eg. Voluntary refund after exchange).

### Step 11



Question

Parent step: 1

### Cancellation and refund

**The claim task has been moved to the SL team as of November 5, 2024.**

#### Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:

- Inform customer about the Penalty and if the customer confirms the cancellation, click on "Modify" button accordingly (automation will work if it is available), SL will continue and cancel the order in the Portal.

- If Original Travel is **within or Less than 4 Hours**:  
Follow the standard refund routine as usual.

#### FL team will continue to:

- Handle urgent cases (clarification above)
- Void
- Check Rules and inform customers
- Placing on Support in case anything requires YY contact
- Modify button (Automation will work - if it is available)
- Send cancellation confirmation email

#### New Question

1. 24H Rule Cancellation Step 21
2. Void Step 8
3. Fare Rules Step 9

## Step 12



Question

Parent step: 1

## Amadeus NDC X

General Guidelines	<p>Click <a href="#">here</a> for the login details.</p> <p>Active Airlines:</p> <ul style="list-style-type: none"> <li>• AF/KL - AF/KLM</li> <li>• AV - Avianca</li> <li>• AY - Finnair</li> <li>• LO - LOT</li> <li>• SK - Scandinavia</li> <li>• QR - Qatar Airways</li> </ul>
How we receive the SC notifications?	<p>Schedule change notifications from carrier are displayed in Edvin/SC Workmode via Q77C60 of Amadeus NDC-X and then connected with the SC Workmode and being prioritized via Genesys.</p> <p>SC Script is NOT working in Amadeus NDC X. All volume trivial, major, etc needs to be handled manually.</p> <p>If there is a need, remove the case from SC Queue manually from command page. <b>Never</b> from Graphic Mode. (<b>SC Qs: Q77C60, Q7C256, Q7C257</b>)</p>
What ETG is responsible to handle?	<p>Non-VI We handle all schedule changes that occurred up to 24 hours from departure from Edvin Workmode, but agent should always check and remove it from any other queue. VI We handle all schedule changes, and agent should always remember to remove them from any other queue, before handling.</p>
How ETG handle the SC notification ?	<p><b>Do NOT add Ghostline in the PNR of Amadeus NDCx.</b></p> <p>Check the link for the handling via <a href="#">Phone SC task</a>      Check the link for the handling via <a href="#">Chat SC task</a>      Check the link for the handling via <a href="#">Email SC task</a>      Check the link for the handling via SC WM task: <a href="#">SC Description Manual handling</a></p>
If the agent is not trained on SC handling, follow the below:	<p>If customer, contact us for rebooking or refund due to schedule change, and there is no information under Edvin:</p> <ol style="list-style-type: none"> <li>1. Open the booking via airline portal</li> <li>2. Check if there is a schedule change.</li> <li>3. Transfer the call to SC Q based on the division:  FL/SC Genesys Qs to transfer an interaction and checklist</li> </ol>

1. Schedule change Step 16

2. Force Majeure Step 14

Step 13

Solution

Parent step: 16

Involuntary refund in Amadeus NDC X

**DO NOT ADD A GHOSTLINE TO THE AMADEUS NDCx PNR**

#### Procedure for Handling Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

2. Deadline Check

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund**.
- If no deadlines are indicated, proceed with the following steps:

3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours**:

1. Update the Modify button accordingly, allowing SL to assume the case.
2. Ensure any applicable waiver codes are documented clearly in the errands.
3. Remove the segments if possible
4. Send cancellation confirmation email from Edvin

- If Original Travel is **Within or Less than 4 Hours**:

Follow the manual handling refund routine and handle it.

#### Manual refund handling

**For AVIANCA:** Apply the refund request via BSP for all the offices, **except MIA market** which should be via [Avianca Refund Request Link](#)

#### **For the rest of the carriers:**

1. Retrieve the Booking file in Amadeus NDC x
2. Check if it is possible to proceed with the refund and the waiver is provided
3. If the waiver is provided for this airline:
  - In the Products section, select the flight you want to cancel. All segments of the flight are automatically selected.
4. In the Products section of the booking file, display the Cancel Order drop-down list and select Cancel Order.

The Cancel NDC order window box is displayed, showing that any penalty or fee has been waived.

Depending on the airline and the situation, the order is Canceled, Refunded or Voided.

5. Click Cancel order to continue.

Passenger	Type	Segment	Fare	Taxes	Penalty	Tax refund	Total refund
ADT JOHNSON JACK	Air	NCE-CDG +2 more	EUR 170.00	EUR 86.01	EUR 0.00	EUR 83.01	EUR 83.01
ADT JOHNSON LILY	Air	NCE-CDG +2 more	EUR 170.00	EUR 86.01	EUR 0.00	EUR 83.01	EUR 83.01

If the airline considers the cancellation as a refund, the refundable amount is displayed.

6. Click Cancel Order now to finalize the cancellation.

Message confirms the cancellation, void or refund has been done successfully.

7. Click Continue to display the Booking file.

### If the waiver is NOT provided for this airline:

- Contact the airline directly for assistance by phone
- Ask to proceed with full refund or apply a BSP

If BSP is required, then FL/SC agent needs to use Modify order to apply BSP, add note " BSP NEEDED" in "Other info to BO" box. FL/SC agent need to escalate the PNR to SL for BSP refund by using the label:

NDC - RA in BSP add info in the order note field:

- Ticket and/or EMD number to be claimed
- Penalty quoted to pax, if applicable.
- Waiver, if applicable.

- Document to attach, if applicable.
- Reason for escalating (eg. Invl refund after exchange)

### Escalate to BO



Escalation reason

Refund application needs to be sent by BO via bsp link

Order note

Channel

Category

Type

Action

Templates Frontline Back Office

- Send cancellation confirmation email from Edvin
- Remove the case from SC Queue manually with a command from the command page.

#### Example of the command:

Description: QR/Office ID/Queue and Category

QR/AMSAA2222/77C60

This should remove the PNR from the Queue.

### Step 14

#### Solution

Parent step: 12

### Force Majeure

As different situations have different rebooking and refund processes always check updated blogs and Ongoing travel alerts for the specific situation.

Edvin documents are updated with clear information.

### For involuntary FM rebooking

#### Agents on phone, email or social media

- Agent to complete the transaction themselves.

#### Instructions for Support/SOD:

- Instructions for involuntary rebooking can be found on the extended tab below, Invol change and reissue.

### For involuntary FM cancellation

## Procedure for Handling Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

### 2. Deadline Check

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund**.
- If no deadlines are indicated, proceed with the following steps:

### 3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours**:

1. Update the Modify button accordingly, allowing SL to assume the case.
2. Ensure any applicable waiver codes are documented clearly in the errands.

- If Original Travel is **Within or Less than 4 Hours**:

Follow the manual handling refund routine and handle it.

## Manual refund handling

- Always check in TA for information and procedure if there is any information.

- FL/SC always has to cancel segments, before queuing the booking to SL via Modify order.

- Instructions for involuntary rebooking can be found on the extended tab below, Invol change and refund.

## Step 15



Solution

Parent step: 1

## Overview & FAQ

### Overview:

The NDC X is a graphic environment that allows us to find the cheapest flights for AF/KLM, AV, LO, AY, SK, and QR.

The Amadeus NDC- X link and credentials are the same as the ones we have for Amadeus.

### FAQ:

Should we add a ghostline to Amadeus NDC-X?	A ghostline is not supported by the system, so do not add it to Amadeus NDC-X.
In case of purge booking, how should it be retrieved in Amadeus NDC X?	A purged PNR cannot be opened in Amadeus NDC-X. However, the PNR is retrievable in the cryptic mode of Amadeus (command page) with the already-known commands. More info can be found on "General info and login".
Every time a customer contacts us to correct his email/telephone number because he/she made a mistake during the booking, we must place it on support to contact yy?	Yes, we should contact the airline company in regard to this matter as it is not possible to update it in Amadeus NDC-X. Another solution is to guide the passenger to the airline's website so they can make the change directly.
What is our action if we want to modify an ssr?	When SSRs are added, then we are not able to delete/modify them Example: Once the seat is saved, then we are not able to edit the request. Only airlines can modify it afterward.
In case we already added SSR for baggage and the customer denied to pay, will the next agent be able to add a new SSR for the baggage to issue it? Or can he/she use the old SSR? Or should he/she call the airline company to remove the old SSR every time?	If pax does not pay, the SSR should be removed by calling the yy every time.
Every time when the customer calls us to edit his/her email, we need to put the case on Support to call the airline company and change it from their side in order to get SC changes or other information to the correct email, right?	Correct.
In case of name correction, should we call the airline company for them to change the ticket or it means that they will guide us on how to change the ticket (so they will tell us to proceed with the involuntary reissue in Amadeus NDC-X, for example).	For NACO/NACH we need to place the case on support and support needs to contact the airline for further handling.
In case the agent chooses VAN instead of CASH during the rebooking, what will happen and what should be his/her actions?	This is not a correct process as it will create financial issues.
Will the airline company give us the right to issue child/infant tickets from our side or will they do it themselves? Or can both options be applicable?	Adding an infant/child is only supported by contacting the airline.
If the FL agent sees SC in Amadeus NDC-X and does not see the case on SC Work mode Queue, how she/he can place it on Queue, and which Queue it should be?	If it is not on Workmode, place it on Support.

## Step 16



Question

Parent step: 12

**DO NOT ADD A GHOSTLINE TO THE AMADEUS NDCx PNR**

Possibilities for each carrier in the NDCx Platform:

Carrier	Is workmode connected with Q7	Tickets Revalidated by YY	Reissue Required	Cancellation due to involuntary change
Air France AF/KLM	Yes	Accept Changes as per Shelf	Reissue ticket as per Shelf	Always Contact YY, if needed.
Avianca (AV)	Yes	Accept Changes as per Shelf	Always Contact YY	Apply BSP. Except MIA market via Avianca portal.
Finnair (AY)	Yes	Accept Changes as per Shelf	Reissue ticket as per Shelf	Always Contact YY, if needed
LOT (LO)	Yes	Accept Changes as per Shelf	Always Contact YY	Always Contact YY, if needed
Scandinavian (SK)	Yes	Accept Changes as per Shelf	Always Contact YY	Always Contact YY, if needed
Qatar(QR)	Yes	Accept Changes as per Shelf	Always Contact YY	Refund ticket as per Shelf

Cancellation due to involuntary change	For AF/KL, AV, AY, LO, SK, call the carrier to remove segments as Amadeus NDCx <b>doesn't support</b> segment removal.
----------------------------------------	------------------------------------------------------------------------------------------------------------------------

In case Amadeus NDCx do not support an action, then SC agent should contact airline for assistance / handling of the case.

#### Amadeus NDC X - Schedule change part

1. How to log-in in Amadeus queue Step 17
2. How to identify SC type in Amadeus NDC X Step 18
3. How to inform passenger about SC notification Step 19
4. Accept an Involuntary change Step 22
5. Involuntary Reissue in Amadeus NDC X Step 20
6. Involuntary refund in Amadeus NDC X Step 13

**Step 17**



Solution

Parent step: 16

#### SC Queues in Amadeus NDC X and Edvin SC Workmode

How to enter the Queue in Edvin SC Workmode

Check the new flow in [Genesys / Edvin SC Workmode](#).

#### SC Queues in Amadeus NDC X

The GDS queues receive the NDC schedule change notifications from airlines. They are connected with SC Workmode in Edvin, so agent will pick up the cases from SC Workmode and manually handle them.

However, below you can find the queues/categories, which are connected with the WM:

NDCX FLT NBR .C256

NDCX FLT TIME .C257

NDCX SCH SYNCH F.C258

The above information is only to check the history of the PNR and make sure that the case is correctly placed in the SC WM.

Screenshot on how to identify the Amadeus NDC X in graphic mode:

The screenshot shows the Amadeus interface with the following details:

- Header:** AMADEUS, File ▾, Smart Flows ▾, Apps ▾
- Top Bar:** > New command page ▾, Enter an action (example: "Retrieve" or "Launch Smart Flow")
- Main Page:**
  - Your Desktop
  - Retrieve booking file ▾
  - Claim booking file ▾
  - Profiles ▾
  - Retrieve E-Ticket or EMD ▾
  - External Links ▾
- Queue Section:**
  - Display Queue List** button (highlighted with a red box)
  - Queue** search bar: 77 (highlighted with a red box)
  - Category** search bar: 60
  - Date Range** search bar
  - Start Queue** button
- Queue List:**

Queue	Count
NEW PNR REB PROD.C	5.... 44.
Q55.TAKEACT.....	.....
BANK REFUND ..C	2.... 1.
SORTED CONF ..C	5.... 38.
CONF ..C	8.... 209.
CXL UNTKTED ..C	10.... 23.
Q57.SUP NM ..	.....
EN URGENT ..C	1.... 1.
EN SCHED CHG ..C	2.... 1.
Q58.SUP RU ..	.....
SUPPORT ..C	0.... 3.
URGENT ..C	1.... 7.
AWAITING ..C	2.... 12.
REBOOKING ..C	3.... 3.
Q60.TMPNEW ..	.....
..... ..C	0.... 23.
Q61.ERRCNL ..	.....
..... ..C	0.... 4.
Q67.SC NBVY..	.....
..... ..C	0.... 7.
Q75.CSTONE ..	.....
HOLD Q 73-168HRS.C	2.... 5.
..... ..C	14.... 2.
<b>Q77..</b> ..C	<b>60.... 2.</b>
Q80.PIA ..	.....
..... ..C	0.... 1.
FOLLOW UP ..C	2.... 6.
Q87.GRPS ..	.....
..... ..C	0.... 3.
Q90.BACKUP ..	.....
BACKUP 91C15 ..C	2.... 2.
BACKUP 91C16 ..C	3.... 3.
BACKUP 91C17 ..C	4.... 2.
BACKUP 91C4 ..C	10.... 1.
Q91.QBAY ..	.....
FALLBACKSC ..C	1.... 12.
FALLBACKSC ..C	2.... 2.
FALLBACKSC ..C	3.... 1436.
FALLBACKSC ..C	4.... 761.
FALLBACKSC ..C	5.... 1.
FALLBACKCONF ..C	6.... 2.
FALLBACKFL ..C	10.... 1.
FALLBACKFL ..C	15.... 20.
FALLBACKFL ..C	16.... 115.

## Possibilities for each carrier in the NDCx Platform:

Carrier	Receive SC notifications in Q7	Accept the involuntary change	Exchange of the ticket due to involuntary change	Cancellation due to involuntary change
Air France (AF/KLM)	Yes	No (Airline revalidate the ticket from their side)	Yes	No
Avianca (AV)	Yes	Yes	No	No
Finnair (AY)	Yes	No (Airline revalidate the ticket from their side)	No	Yes
LOT (LO)	Yes	Yes	No	No
Scandinavian (SK)	Yes	No	No	No

## Step 18

### Solution

Parent step: 16

How to identify Minor SC in Amadeus NDC X

**DO NOT ADD A GHOSLINE TO THE AMADEUS NDCx PNR**

How to identify Minor SC

- Open Amadeus
- Login to correct iata
- Open PNR
- Go under the menu: Products
- Click to the dropdown "Arrow"
- Check the status of the segments:

Example with TK only:

The screenshot shows the Amadeus Booking file interface. At the top, it displays 'File', 'Smart Flows', 'Apps', and a search bar. Below the header, it says '(2) - 12NOV - MDE - THFQNG'. The main area is titled 'Booking file flags' with 'RLR' selected. Under 'Products', there are buttons for adding air, hotel, car, rail, seats, services, form of payment, and sending. A checkbox for selecting products is present. The 'ITINERARY' and 'PRICE' tabs are highlighted with a red box. The 'ITINERARY' tab shows a flight from Avianca AV 235 on Sunday, November 12, 2023, from Mexico City Benito Juarez International Terminal 1 to Medellin Jose Maria Cordova International Airport, Class S Cabin. The 'PRICE' tab shows a total price of SEK 5,376.00. A red box highlights the 'UN/TK' status next to the flight segment. Below these tabs, there are sections for 'Special Services Requests (SSRs) and Auxiliary Services (SVCs)' and 'Passenger and contact details'.

Example with UN/TK:

The screenshot shows the Amadeus Itinerary Details screen with 3 entries. The first entry is for Air SQ 337 from TUE 30NOV21 10:55 to WED 01DEC21 07:50+1, with a stop at SIN. The second entry is for Air SQ 339 from TUE 30NOV21 20:35 to WED 01DEC21 17:30+1, with a stop at SIN. The third entry is for Air SQ 332 from SAT 11DEC21 23:45 to SUN 12DEC21 06:55+1, with a stop at LHR. Each entry has a 'Details' button. Red, blue, and green boxes highlight the UN/TK status for each respective segment.

## Step 19

### Solution

Parent step: 16

How to inform passenger about SC notification

## DO NOT ADD A GHOSLINE TO THE AMADEUS NDCx PNR

Please handle accordingly to the [SC Description -> How to handle a sc case based on sc type](#)

**ATTENTION:** If the schedule change is major or critical, and we are waiting for the customer to confirm the alternative - Do NOT apply any changes in the PNR (for example remove the UN) Ignore it and Remove it from queue until we got a confirmation from customer.

### Step 20



Solution

Parent step: 16

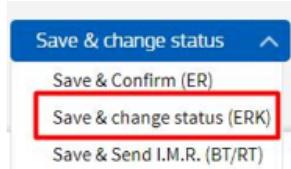
Involuntary reissue / update tkts in Amadeus NDC X

## DO NOT ADD A GHOSLINE TO THE AMADEUS NDCx PNR

How to update the segment:

Click on Save & Change status

Select Save & change status (ERK).



The ERK action will remove the UN segment from the booking file and change the TK status into the confirmed HK status.

### How to reissue the ticket:

You can only book and request the issuance of tickets for New Distribution Capability (NDC) content in Amadeus Selling Platform Connect in graphic mode.

### How to exchange tickets with NDC content

1. Retrieve the PNR in graphic mode.
2. In the Products section, display the Cancel Order drop-down list and select Exchange.

Select one or multiple products to see possible actions.

SIN ⇔ MEL (NDC) Monday, October 2, 2023 - Monday, October 9, 2023 EUR 1,205.80 1 VERIFY **Cancel Order**

Special Services Requests (SSRs) and Auxiliary Services (SVCs) 1 SSR

Passenger and contact details 1 ADT 1 PASSENGER 3 CONTACT

Cancel Order  
Exchange  
Full fare conditions  
Baggage information

System response:

Booking file - JOHN SMITH (1) - 02OCT - MEL - 66HPNA

< Back to booking file

Exchange is for all passengers

⚠️ For involuntary reissues, select only flights that had a rerouting or schedule change. Penalties may apply if you select any other flights.

⚠️ IN VOLUNTARY CHANGE OCCURRED. PLEASE ACCEPT, ELSE REBOOK OR CANCEL (41550)

Select flights to modify

Note: Some airlines might not display any warning message.

3. In the Select flights to modify section, select the flights that have changed.

Booking file - JOHN SMITH (1) - 02OCT - MEL - 66HPNA

< Back to booking file

New itinerary details

SIN → MEL No connections

Qantas Airw... Oct 2, 2023 SIN Singapore Changi Apt → MEL Melbourne Airport Boeing 777-300ER Pass...  
QF 8404 10:25 AM Terminal 1 8:35 PM Terminal 2 Class S Cabin Econo...

MEL → SIN No connections

Qantas Airw... Oct 9, 2023 MEL Melbourne Airport → SIN Singapore Changi Apt Boeing 787-9  
QF 35 1:10 PM Terminal 2 5:50 PM Terminal 1 Class S Cabin Econo...

4. In the New itinerary details section, enter the details of the new flight.

Booking file - JOHN SMITH (1) - 02OCT - MEL - 66HPNA

< Back to booking file

New itinerary details

Flight 1

From *	To *	Departure date *	Dep. Time *	Airline *	Flight *	Class
SIN	MEL	02OCT2023	10:25	QF	8404	S

Flight 2

From *	To *	Departure date *	Dep. Time *	Airline *	Flight *	Class
MEL	SIN	08OCT2023	13:00	QF	35	S

Add a waiver

Reprice

Owned by [redacted] X

Go To

Show in command page

More Products

Show booking file

Itinerary

- 1. Air QF 8404 02OCT 10:25 SIN 02OCT 20:35 MEL HKI
- 2. Air QF 035 08OCT 13:10 MEL 08OCT 17:50 SIN TKI

5. Click Add a waiver, if the airline has provided a waiver code.

&lt; Back to booking file

New itinerary details

<b>Flight 1</b>							NDC
From *	To *	Departure date *	Dep. Time *	Airline *	Flight *	Class	
SIN	MEL	02OCT2023	10:25	QF	8404	S	<a href="#">+</a>
<b>Flight 2</b>							NDC
From *	To *	Departure date *	Dep. Time *	Airline *	Flight *	Class	
MEL	SIN	08OCT2023	13:00	QF	35	S	<a href="#">+</a>

[Add a waiver](#)

[Reprice](#)

## 6. Enter the waiver code and click Reprice.

Waiver code

For an even exchange, enter the code provided by the airline.  
Waivers are subject to airline rules and procedures.

[Reprice](#)

## 7. Select the form of payment for the exchange and click Reissue.

Create invoice

**Form of payment**

Cash

+ Add form of payment

[Back to search](#) [Reissue](#)

More Products [Show booking file](#)

**Itinerary**

- 1. Air QF 8404 02OCT 10:25 SIN 02OCT 20:35 MEL HK1
- 2. Air QF 035 09OCT 13:10 MEL 09OCT 17:50 SIN TK1

The penalties and fees, if any, should have been waived and the exchange is free of charge - Here you can review the new itinerary details and the reissue pricing breakdown. The amount should be 0, since it is an involuntary flow.

Amounts breakdown may change after the airline has issued the exchange documents

Price difference	Penalties	Full fare conditions
EUR 0.00	-	
<a href="#">View</a> <a href="#">Void E-Ticket/EMD</a> <a href="#">Show Refund</a>		
Passenger	Original price	New price
ADT SMITH JOHN	EUR 191.22 Fare 143.00 Taxes 48.22	EUR 191.22 143.00 48.22
Total amounts	EUR 191.22	EUR 191.22

The new ticket is displayed in the Ticket number area of the E-ticket and EMD section.

E-Ticket and EMD

Refund Issue Document Receipt Add Manual E-Ticket Add Manual EMD Create Original/Issued in Exchange For (FO) Send A.I.R. E-Ticket Send A.I.R. EMD

View Void E-Ticket/EMD Show Refund

<input type="checkbox"/>	Ticket number	Passenger	Flight	Total
<input type="checkbox"/>	081-5742327423 Issued on 27JUL23 from TST2	JOHN SMITH	QF8404 QF35	SIN-MEL MEL-SIN 02OCT23 08OCT23
Total for all tickets and all passengers -				

And the status of the flight segment is Confirmed.

Products

[Add air product](#) [Add hotel product](#) [Add car product](#) [Add rail product](#) [Add seats](#) [+ Add services](#) [Add form of payment](#) [Send](#)

Select one or multiple products to see possible actions.

SIN MEL NDC

Monday, October 2, 2023 - Sunday, October 8, 2023

1 CONFIRMED [Cancel Order](#)

8. Remove the case from SC Queue manually with a command from the command page.

Description: QR/Office ID/Queue and Category

QR/AMSA2222/77C60

This should remove the PNR from the Queue.

**For Carriers where we need to contact the YY for Reissue -**

Customer Care team will do the Involuntary Re-issue and once that is done, you can retrieve the order in NDC-X and click on "sync order" box in order for you to see the re-issue the CC has done.

You will be able to see the new rebooked dates from your side

**ATTENTION:** If the schedule change is major or critical, and we are waiting for the customer to confirm the alternative - Do NOT apply any changes in the PNR (for example remove the UN) Ignore it and Remove it from queue until we got a confirmation from customer.

If the exchange tickets with NDC content failed

Contact the airline for involuntary reissue via Airline NDC Support

**EMD:**

Always contact the airlines, if we need to reissue the ticket with an EMD

**Step 21**



Solution

Parent step: 11

## 24H Rule Cancellation

24H Rule Cancellation is **not** possible.

Note: For LOT and SK, you may contact the airline company to get assistance (authorization and canceling of segments).

We cannot cancel the segments without a refund request through the Portal.

Therefore, it's important to contact the carrier promptly, as we follow a 24-hour cancellation rule and cannot guarantee this to customers.

**The claim task has been moved to the SL team as of November 5, 2024.**

Therefore, if authorization has been provided, escalate the case to SL for them to handle the cancellation process.

**Step 22**



Solution

Parent step: 16

Accept an involuntary change

**DO NOT ADD A GHOSLINE TO THE AMADEUS NDCx PNR**

If involuntary changes are done to an NDC booking booked on an airline requiring you to accept the changes, a warning message should be displayed.

Example of a warning message on an airline requiring to accept the changes

**NDC** Booking file - SMITH JOHN (1) - 06NOV - CLT - 6VQ6B5

**⚠ Warning message (68201 [41550]) (68201)**

- INVOLUNTARY CHANGE OCCURRED. PLEASE ACCEPT, ELSE REBOOK OR CANCEL (41550)

Note: The warning message might be different on each airline.

To accept the change, follow the next steps:

1. Retrieve the booking file where the involuntary change happened.

**NDC** Booking file - SMITH JOHN (1) - 06NOV - CLT - 6VQ6B5

Products

Add air product Add hotel product Add car product Add rail product Add seats Add services Add form of payment Send

Select one or multiple products to see possible actions.

LGA → LAX **NDC** Monday, November 6, 2023 EUR 132.43 1 person VERIFY Accept change

The itinerary status of the flight concerned by the involuntary change should display an UN or TK status.

ITINERARY	PRICE
American Airlines AA 628 Monday, November 6, 2023 LGA New York Laguardia Terminal B → CLT 8:05 AM Charlotte Douglas International AIRBUS A321 Class B Cabin -	TK
Airline record locator IXNEOS Latest check-in time -	
American Airlines AA 1995 Monday, November 6, 2023 CLT 9:00 AM Charlotte Douglas International → LAX 11:30 AM Los Angeles Los Angeles International Terminal 0 AIRBUS A321 Class B Cabin -	HK

2. If your passenger agrees, click the Accept change button.

**NDC** Booking file - SMITH JOHN (1) - 06NOV - CLT - 6VQ6B5

Products

Add air product Add hotel product Add car product Add rail product Add seats Add services Add form of payment Send

Select one or multiple products to see possible actions.

LGA → LAX **NDC** Monday, November 6, 2023 EUR 132.43 1 person VERIFY Accept change

3. In the Accept change window box, enter the waiver code, if any, and click Accept.

## Accept change



If the airline requires a waiver code, enter it below to accept the change. If not, you can leave the field empty.

Waiver code

*Waiver code*



**Close**

**Accept**



The itinerary is updated with the new flight details and the status becomes HK (confirmed).

Remove the case from SC Queue manually with a command from the command page.

### Example of the command:

Description: QR/Office ID/Queue and Category

QR/AMSA2222/77C60

This should remove the PNR from the Queue.

### **EMD :**

Always check if the EMD is reassociated before we proceed to accept the changes. If the EMD is not associated with the segment, contact the airline for assistance.