



04. Schedule change GDS Automation (SC Script)

Created 22 Jul 22 Updated 26 February 25

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Step 1 - Starting point



Question

No linked steps

SC Script Automation

What is the SC script ?

Etraveli group has an automation for schedule change notifications in GDS systems. This automation is called **Touchless** in Amadeus, **PBA** in Sabre and **ICM** in Galileo, and it handles the 'minor' schedule changes automatically.

How does it work?

Wherever a schedule change occurs, the airline always places the PNRs in a GDS queue (Q5 or Q6) under each office ID. The script gathers those notifications in one office ID and then, according to the settings we have set, either automatically handles the minor schedule changes or places them in another queue for manual handling.

In order to automatically handle a SC case, we have set up the configurations (1) and added an airline table with policies (2).

What configurations do we have? (1)

The settings we currently use for automatically handling minor SC in all the GDSs are:

1. Airline should provide us with a valid alternative (UN,TK or TK)
2. There should be no misconnection between the flights (MCT)
3. The schedule change that occurred should be within 23.5 hours
4. The schedule change that occurred should not have a date change.

Note: each GDS system has its own unique way of automatic handling.

The settings we currently use for manual handling in all the GDSs are:

1. Airline has not provided a valid alternative (UN flights)
2. There is a misconnection between the flights (MCT)
3. The schedule change is more than 23.5 hours
4. There is a date change (Original trip: 6 August 22:00/- New time: 7 August 00:30)
5. There are VI and VI Bcom orders included

What is an airline table with policies? (2)

Each airline provides us with the policy we should follow for schedule changes. For example endorsement, OSI line, how we should reissue the ticket, etc. The airline table contains all this information for each system in one place, and should be manually updated every time we have a new policy from the airlines.

Note, that some of the airlines might request from us to contact them for authorization for each case. Those airlines are excluded from the airline table. This means that the script will always place such PNRs into the manual handling queue.

What if the script cannot handle a case automatically?

The script handles a case according to the settings we have set up but if the process fails on any automated step (e.g. the reissue or revalidation fails, or an error occurs), then the script will place the order on the Ticketing Q, and the Ticketing team will pick up the ticket and reissue it.

Note: According to our settings, it is possible to exclude an airline if, according to the policy of the carrier, we need to get an authorization before any action.

In such cases, the script will never process the schedule change notification for those airlines and will always place it on manual queue for processing in accordance with the RM lines and our settings (for example VI orders or NZ airline - authorization required).

What do the OSI/remark lines mean?

Wherever the customer purchases an order on our website and the booking is created in the GDS, our system inserts some RM lines or OSI lines to identify the PNR market, locations or any kind of exceptions we need to have in order to handle this PNR.

Below, you will find some of the exceptional RM lines that we **need to be aware** in SC teams:

MAN SC HANDLING	VI orders
BKNGSCH	Bcom orders
LAND*SRRU	Russian market
LAND*TRRU	
LAND*G2GCN	Dalian market
LAND*MTCN	
LAND*BKJP	
LAND*G2GJP	
LAND*MTJP	
LAND*SRJP	
LAND*G2GKR	
LAND*MTKR	

Choose the GDS system:

1. [Amadeus](#) Step 2
2. [Sabre](#) Step 3
3. [Galileo](#) Step 4
4. [SC Script: What to do after auto handling](#) Step 11
5. [SC Script: When 2 SC occurred at the same time with the script autohandle](#) Step 12
6. [SC Script notification visible in Edvin SC Workmode](#) Step 13

Step 2

Question

Parent step: 1

Amadeus

1. How to identify that script handled the schedule change in Amadeus Step 5
2. SC Script - RIR message for manual and auto handling Step 8

Step 3

Question

Parent step: 1

Sabre

1. How to identify that script handled the schedule change in Sabre Step 6
2. SC Script - RIR message for manual and auto handling Step 9

Step 4

Question

Parent step: 1

Galileo

1. How to identify that script handled the schedule change in Galileo Step 7
2. SC Script - RIR message for manual and auto handling Step 10

Step 5

Solution

Parent step: 2

How to identify that script handled the schedule change in GDS

Amadeus - Touchless

Itinerary [RHI]

```
032/054 TC/LH2455 W 31JUL 7 OSLMUC TK1 1855 2110/ 1900 2115  
054 RF-REACC LH Q-0001AA CR-MUC1A0GIB 00000000 0000 /DS  
13JAN1550Z  
032/058 TC/LH2456 W 23JUL 6 MUCOSL TK1 2005 2215/ 1930 2140  
058 RF-REACC LH Q-0001AA CR-MUC1A0GIB 00000000 0000 /DS  
13JAN1551Z  
058/066 CS/LH2456 W 23JUL 6 MUCOSL HK1 2005 2215/TK *1A/E*  
054/066 CS/LH2455 W 31JUL 7 OSLMUC HK1 1855 2110/TK *1A/E*  
066 RF-TOUCHLESS-SC-NMC-SCANDI/WSETVASC CR-STOSG34AA 8020877  
4 SU 9987WS/DS 13JAN1614Z
```

In the red square, you can see the schedule change that occurred from the airline's side.
In the blue square, you can see our signature that confirmed the new valid alternative.

Message to the customer [RTB]

In order to see the message that was sent to the customer, please use command RTB.

```
> rtb  
RP/FRASG38SR/FRASG38SR LK/GS 10JUN22/1335Z  
FRASG38SR/9999WS/21NOV21  
50 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY.  
51 RIR THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES/FLIGHT NUMBER  
52 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT  
NEEDED.  
53 RIR HAVE A NICE TRIP.  
54 RIR ** THIS IS YOUR UPDATED ITINERARY **  
55 RIR ** HAVE A NICE TRIP **
```

Note that the system can create the message, but not send it due to an error that might occur during the reissue. ALWAYS check the PNR history.

RM lines history [RHR]

When you find this line, it means that the above message was sent to the customer's email.

```
- JE TEST                Q7 C40    (185)
RP/ATHSG38SR/ATHSG38SR   WS/SU    23JAN24/1312Z  WL5JLE
ACTION
036 AR/RIR *** ORIGINAL FLIGHT TIMES: 07:55 - 09:05/MS 045
Y 29FEB HRGCAI
036 AR/RIR IMPORTANT INFORMATION ABOUT YOUR TRIP THE
AIRLINE HAS/MS 045 Y 29FEB HRGCAI
036 AR/RIR CHANGED THE TIME OF YOUR FLIGHT. PLEASE CONTACT
US WITHIN/MS 045 Y 29FEB HRGCAI
036 AR/RIR 5 DAYS IF THE NEW FLIGHT SCHEDULE DOES NOT SUIT
YOUR NEEDS./MS 045 Y 29FEB HRGCAI
036 RF-TOUCHLESS-SC-NMC-SCANDI/WSETVASC CR-STOSG34AA 8020877
4 SU 9987WS/DS 23JAN1312Z
037 AR/RM EML-ITI-SENT TO NOWAND4EVA AT NAVER.COM
AT 23JAN24 1312 GMT BY STOSG34AA(WSETVASC)
037 RF-DDIP PROC 23JAN CR-STOSG34AA 80208774 SU 9987WS 23JAN
1312Z
038 AR/RMS SCH CHG: MINOR CHANGE: NO ACTION
038 AR/RMS SCH CHG: NOTIFICATION SUCCESSFULLY SENT
038 RF-TOUCHLESS-SC-NMC-SCANDI/WSETVASC CR-STOSG34AA 8020877
4 SU 9987WS/DS 23JAN1312Z
039 RF-NMC-SCANDI/WSETVASC CR-STOSG34AA 80208774 SU 9987WS/D
S-FF2992AC 23JAN1312Z
```

Step 6



Solution

Parent step: 3

How to identify that script handled the schedule change in GDS

Sabre - PBA

Itinerary [*HI]

*HI«

```
XS  H25364Z 29JUN LIMIQT HK/UN7 1210 1405
SC  H25366Z 29JUN LIMIQT TK/HK7 1935 2130
R-   POST BOOKING AUTOMATION/EW
1ADA 1ADA*ASF 1730/27JUN22

SC  H25366Z 29JUN LIMIQT TK/TK7 1935 2130
R-   HDQRMH2272225 A894495F-001 ASC
PLT PLTRMH2 1725/27JUN22

SC  H25364Z 29JUN LIMIQT HK/UN7 1210 1405
AS  H25366Z 29JUN LIMIQT TK/TK7 1935 2130
R-   HDQRMH2272225 A894490C-001 ASC
PLT PLTRMH2 1725/27JUN22

AS  H25364Z 29JUN LIMIQT NN/SS7 1210 1405
     NAME CHG NOT ALLOWED FOR H2-Z FARECLASS
R-   A
B63K B63K*AWS 1749/30MAY22
```

Message to the customer [*H5]

Note that once the ticket will be reissued automatically by the system, an automated message will be sent to notify the customer about the schedule change.

The text can be found here:

IMPORTANT INFORMATION ABOUT YOUR TRIP

The airline has changed the time of your flight.

Please contact us within 5 days

if the new flight schedule does not suit your needs.

Agent can also view the signature confirmation of the action:

Screenshot for changes from **March 06th, 2024** and ongoing:

```
4ZTH DZ53*AAI 0856/11APR24
XS TK2814Y 22APR ISTSZF TK/HK1 2030 2200 /DCTK*TC4H5D/E
AS TK2814Y 22APR ISTSZF TK/HK1 2030 2200 /DCTK*TC4H5D/E
R- AAH
1ADA 1ADA*AAH 1125/02APR24
XS TK2808Y 22APR ISTSZF HK/UN1 1330 1500 /DCTK*TC4H5D/E
SC TK2814Y 22APR ISTSZF TK/HK1 2030 2200 /DCTK*TC4H5D/E
R- AAH/EW
1ADA 1ADA*AAH 1125/02APR24
```

Screenshot for changes before **March 06th, 2024**

*H5«

A5A VÆEM-THE AIRLINE HAS PERFORMED A CHANGE OF YOUR FLIGHT TIMES.

A5A VÆEM-IF YOUR NEW SCHEDULE DOES NOT SUIT YOU PLEASE CONTACT US

A5A VÆEM-WITHIN 5 DAYS VIA CONTACT FORM

A5A VÆSL-ATTENTION-IMPORTANT MESSAGE RELATED TO YOUR TRIP CMKX IL

R- POST BOOKING AUTOMATION

B63K 1ADA*ASF 1736/27JUN22

A5H H-ASC-TKT SUCCESSFULLY REISSUED AFTER SCHD CHG 27JUN/1735

R- POST BOOKING AUTOMATION

B63K 1ADA*ASF 1735/27JUN22

NAME CHG NOT ALLOWED FOR H2-Z FARECLASS

RM lines send to the customer [*HEM]

*HEM«

AEM EMÆA1

R- POST BOOKING AUTOMATION

B63K 1ADA*ASF 1736/27JUN22

Queue history [*QH]

*QH«

CURRENTLY ON QUEUE

B63K 0009/007	30MAY22/1755	PLACED	BY B63K	AWS
B63K 0049/011	30MAY22/1755	PLACED	BY 1ADA	AWS
B63K 0107/011	30MAY22/1749	PLACED	BY B63K	AWS
B63K 0181/011	27JUN22/1735	PLACED	BY 1ADA	ASF

LOGGED HISTORY

ON B63K 0181/011	27JUN22/1735	PLACED	BY 1ADA	ASF
OFF 1ADA 0005/	27JUN22/1729	REMOVED	BY 1ADA	ASF-QR
DUP 1ADA 0005/006	27JUN22/1725	NO ADD	BY PLT	MH2
ON 1ADA 0005/006	27JUN22/1725	PLACED	BY PLT	MH2

ARCHIVED HISTORY EXISTS, ENTER *QH/A TO VIEW

Q181 - Successfully reissued

Step 7

Solution

Parent step: 4

How to identify that script handled the schedule change in GDS

Check the *VR for any SSR lines from the airline:

** VENDOR REMARKS DATA EXISTS ** >*VR

VENDOR REMARKS

VRMK-VI/ATU *MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR TU 2138Z 21AUG
2. VI/ATU *PLS INF PAX CHANGE DEP TIME TU790/23SEP NEW DEP TUN 14H20 LT ISO 13H40 1042Z 15SEP
3. VI/A1A *ADTK1GTOTU BY 23AUG 2359 CPH TIME ZONE OTHERWISE WILL BE XLD 2138Z 21AUG
4. VI/A1A *ADTK1GTOTU BY 23AUG 2359 CPH TIME ZONE OTHERWISE WILL BE XLD 2149Z 21AUG

Also, agent can check the history of the PNR with *HI command:

```
1- *HI
>
***** ITINERARY HISTORY 5DCGB9 *****
AS A ** TEXT ** 10AUG**RETENTION**
RCVD-SM/ZVEU49N
CRDT- QSB/667W/1G AG 9N 1132Z/15SEP
SC TU 790 S 23SEP TUNLHR TK/HK7 1420 1725 O*
RCVD-TAAM/ZVHYWS
CRDT- QSB/68YV/1G AG WS 1109Z/15SEP
SC TU 790 S 23SEP TUNLHR HK/TK7 1420 1725 O*
RCVD-MUCRM1A15SEP/1042
CRDT- MUC/ /1G RM 1A 1042Z/15SEP
HS TU 790 S 23SEP TUNLHR NN/HS7 1340 1645 O
RCVD-ONLINEBOOKING/Z68YVGWS
CRDT- STO/68YV/1G AG WS 2138Z/21AUG
>
```

With command ***HEM**, agent can check the text message and the email of the receiver:

```
1- *HEM
>
***** EMAIL HISTORY 5DCGB9 *****
AMC IMPORTANT MESSAGE:THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES/
FLIGHT NUMBER.THIS IS JUST FOR YOUR INFORMATION.
RCVD-SM/ZVEU49N
CRDT- QSB/667W/1G AG 9N 1132Z/15SEP
AMT fatmaelsaadi@XXXXX.XXX
RCVD-ONLINEBOOKING/Z68YVGWS
CRDT- STO/68YV/1G AG WS 2138Z/21AUG
>
```

Step 8

 Solution

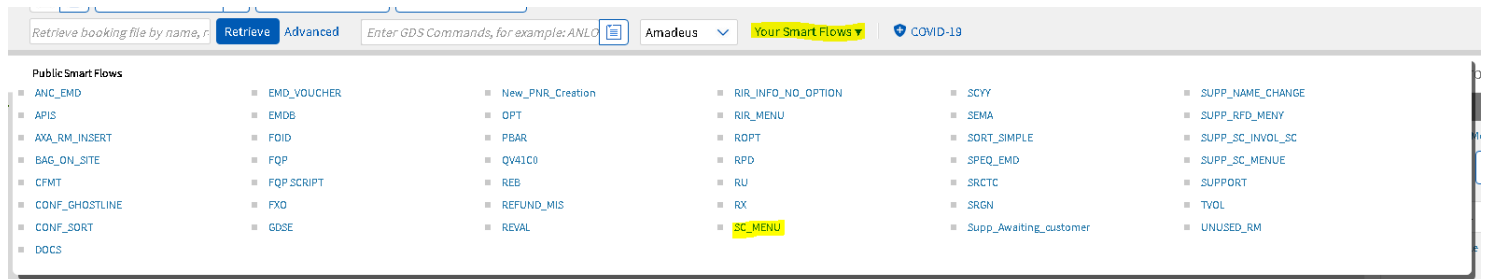
[Parent step: 2](#)

SC Script - RIR message for manual and auto handling in Amadeus

Kindly use the "Create Itinerary" to notify the customer about the SC from the SC Workmode and do NOT use the RIR lines from GDS. Except if there is an alignment with managers or if it is stated in step-by-step for a specific scenario.

SC agent can send email notification with tickets from GDS manually. Please follow the below steps in order to send the notification from GDS:

- Open Amadeus tab
- Open "Your smart flows"
- Choose SC_MENU



- You will have the below options:

Smart Flow

Running Smart Flow: SC_MENU

Which option you like to do?

1 : SC - RIR just for info

2 : SC - RIR to YY

3 : SC - Major to pax

4 : SC - Minor to pax *** DO NOT USE ** NOT ACTIVE YET

5 : SC - RIR OPT

Back

Next

Stop

SC - Minor to pax

Between 1-10 minutes, send to pax when a minor SC occurred and we do not want pax to ctc us:

- 6 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY
- 7 RIR THE AIRLINE HAS MADE A MINOR TIME/FLIGHT NUMBER CHANGE
- 8 RIR PLEASE PRINT THIS ITINERARY AND BRING TO THE AIRPORT
- 9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED
- 10 RIR HAVE A NICE TRIP

SC - Major to pax

Between 10 minutes - 1410 minutes (23.5 hours, except if it is a date change, if there is MCT or if there are other exceptions added by us - then queue to manually handling), send to pax when a major SC occurred and we want him to ctc us within 5 days if the alternative is not suit him

- 1 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY.
- 2 RIR THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES.
- 3 RIR IF YOUR NEW SCHEDULE DOES NOT SUIT YOU, PLEASE CONTACT US
- 4 RIR WITHIN 5 DAYS VIA CONTACT FORM.

SC - RIR just for info

Send to pax along with confirmation email

- 7 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY.
- 8 RIR THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES/FLIGHT NUMBER
- 9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED.
- 10 RIR HAVE A NICE TRIP.

SC - RIR to YY

Message to airline to handle the SC from their side

sroths-att yy pls assist psgr with sc not able to reach. brgds agent

SC - RIR OPT

This need to be used for OWO (the lines of the message are inserted in the PNR, but they are not sending to the passenger. Agent required to use the command manually, and choose which segments should be sent)

- 6 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY
- 7 RIR THE AIRLINE HAS MADE A MINOR TIME/FLIGHT NUMBER CHANGE
- 8 RIR PLEASE PRINT THIS ITINERARY AND BRING TO THE AIRPORT
- 9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED
- 10 RIR HAVE A NICE TRIP

The message we use for the automatically handled cases by the script is the below:

IMPORTANT INFORMATION ABOUT YOUR TRIP
The airline has changed the time of your flight.
Please contact us within 5 days
if the new flight schedule does not suit your needs.

DO NOT FORGET:

- Find the previous RIR lines:

Amadeus: RTB for RIR lines / RTR for RM and RMS lines.

Sabre: *P5

- Remove the previously created RIR lines in the PNR, before creating a new one.
(Otherwise, the passenger will receive a double email.)

Step 9

 Solution

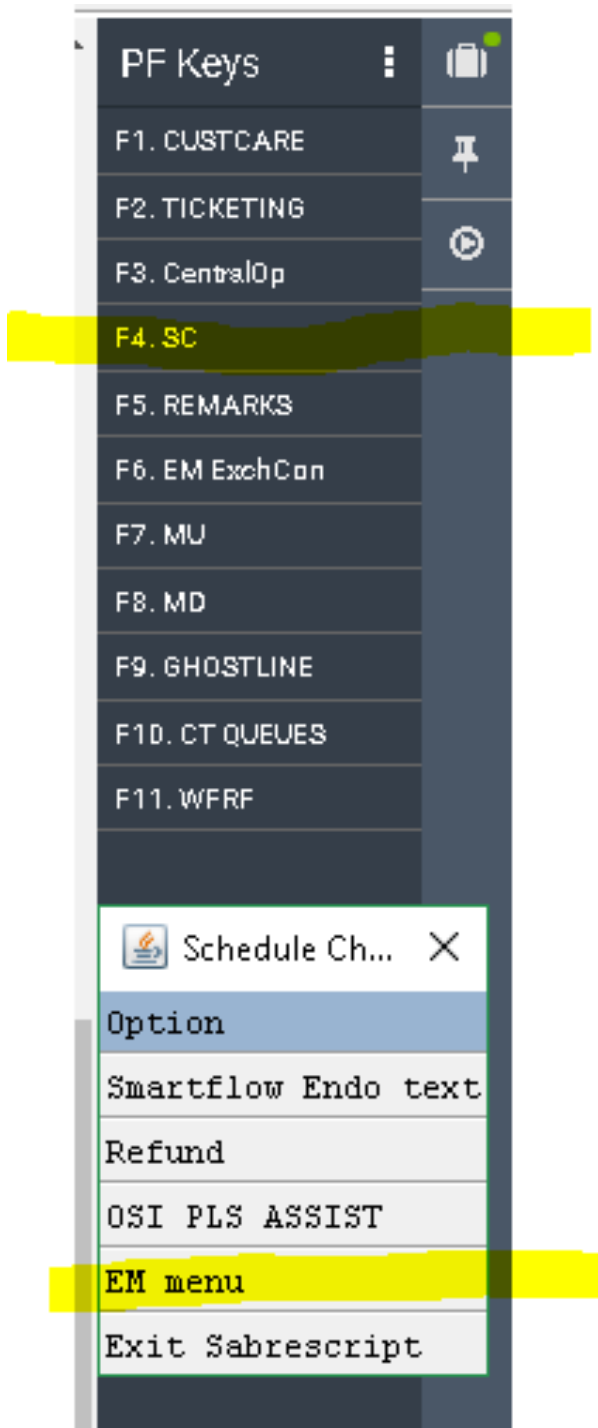
[Parent step: 3](#)

SC Script - RIR message for manual and auto handling in Sabre

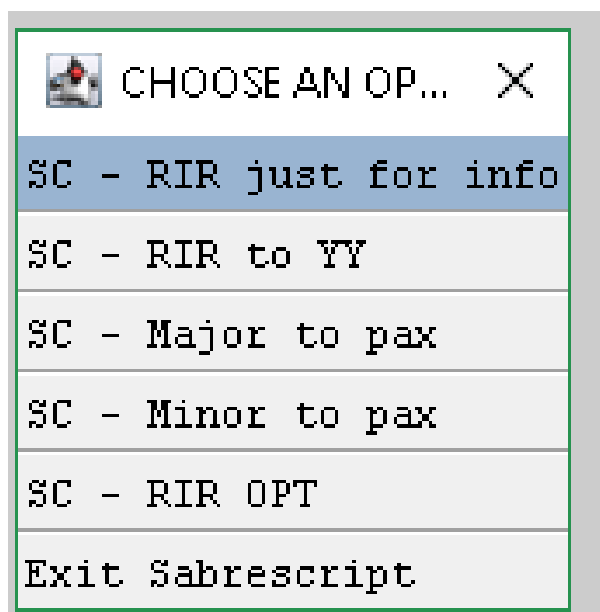
Kindly use the "Create Itinerary" to notify the customer about the SC from the SC Workmode and do NOT use the RIR lines from GDS. Except if there is an alignment with managers or if it is stated in step-by-step for a specific scenario.

SC agent can send email notification with tickets from GDS manually. Please follow the below steps in order to send the notification from GDS:

- Open Sabre app
- Go to PF keys
- Click to F4: SC
- Choose EM menu



- The below options will appear:



SC - Minor to pax

Between 1-10 minutes, send to pax when a minor SC occurred and we do not want pax to ctc us:

6 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY
7 RIR THE AIRLINE HAS MADE A MINOR TIME/FLIGHT NUMBER CHANGE
8 RIR PLEASE PRINT THIS ITINERARY AND BRING TO THE AIRPORT
9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT
NEEDED
10 RIR HAVE A NICE TRIP

SC - Major to pax

Between 10 minutes - 1410 minutes (23.5 hours, except if it is a date change, if there is MCT or if there are other exceptions added by us - then queue to manually handling), send to pax when a major SC occurred and we want him to ctc us within 5 days if the alternative is not suit him

1 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY.
2 RIR THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES.
3 RIR IF YOUR NEW SCHEDULE DOES NOT SUIT YOU, PLEASE CONTACT US
4 RIR WITHIN 5 DAYS VIA CONTACT FORM.

SC - RIR just for info

Send to pax along with confirmation email

7 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY.
8 RIR THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES/FLIGHT NUMBER
9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED.
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SC - RIR to YY

Message to airline to handle the SC from their side

sroths-att yy pls assist psgr with sc not able to reach. brgds agent

SC - RIR OPT

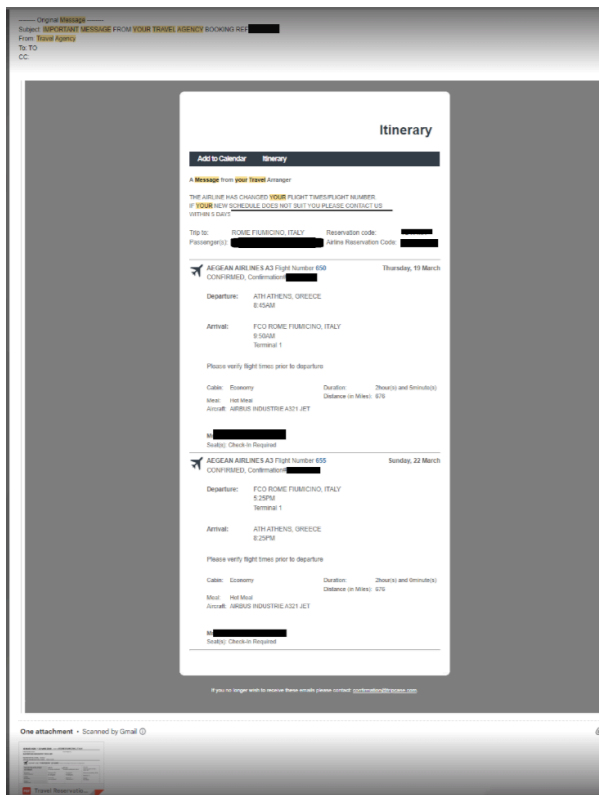
This need to be used for OWO (the lines of the message are inserted in the PNR, but they are not sending to the passenger. Agent required to use the command manually, and choose which segments should be sent)

6 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY
7 RIR THE AIRLINE HAS MADE A MINOR TIME/FLIGHT NUMBER CHANGE
8 RIR PLEASE PRINT THIS ITINERARY AND BRING TO THE AIRPORT
9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED
10 RIR HAVE A NICE TRIP

The message we use for the automatically handled cases by the script is the below:

IMPORTANT INFORMATION ABOUT YOUR TRIP
The airline has changed the time of your flight.
Please contact us within 5 days
if the new flight schedule does not suit your needs.

Example how the auto message look like:



DO NOT FORGET:

- Find the previous RIR lines:

Amadeus: RTB for RIR lines / RTR for RM and RMS lines.

Sabre: *P5

- Remove the previously created RIR lines in the PNR, before creating a new one.
(Otherwise, the passenger will receive a double email.)

Step 10



Solution

Parent step: 4

SC Script - RIR message for manual and auto handling in Galileo

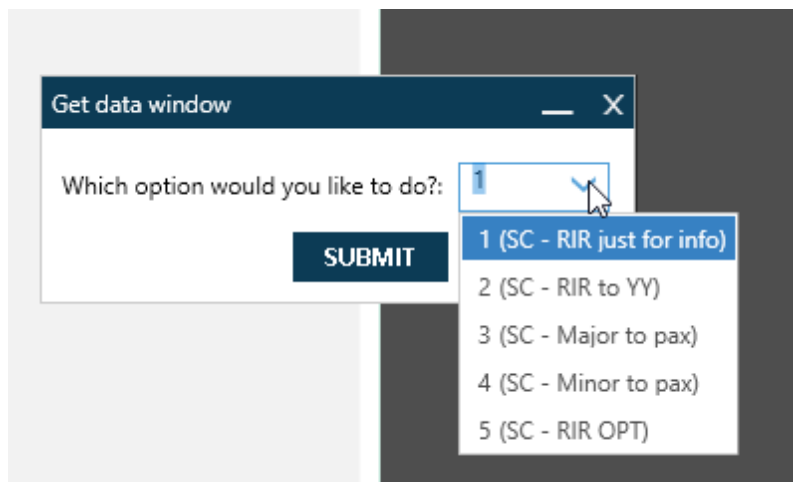
Kindly use the "Create Itinerary" to notify the customer about the SC from the SC Workmode and do NOT use the RIR lines from GDS. Except if there is an alignment with managers or if it is stated in step-by-step for a specific scenario.

SC agent can send email notification with tickets from GDS manually. Please follow the below steps in order to send the notification from GDS:

Open the smartkey and choose SCH:



Then choose the email that you wish to use:



SC - Minor to pax

Between 1-10 minutes, send to pax when a minor SC occurred and we do not want pax to ctc us:

6 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY

7 RIR THE AIRLINE HAS MADE A MINOR TIME/FLIGHT NUMBER CHANGE

8 RIR PLEASE PRINT THIS ITINERARY AND BRING TO THE AIRPORT

9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED

10 RIR HAVE A NICE TRIP

SC - Major to pax

Between 10 minutes - 1410 minutes (23.5 hours, except if it is a date change, if there is MCT or if there are other exceptions added by us - then queue to manually handling), send to pax when a major SC occurred and we want him to ctc us within 5 days if the alternative is not suit him

1 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY.

2 RIR THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES.

3 RIR IF YOUR NEW SCHEDULE DOES NOT SUIT YOU, PLEASE CONTACT US

4 RIR WITHIN 5 DAYS VIA CONTACT FORM.

SC - RIR just for info

Send to pax along with confirmation email

7 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY.

8 RIR THE AIRLINE HAS CHANGED YOUR FLIGHT TIMES/FLIGHT NUMBER

9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED.

10 RIR HAVE A NICE TRIP.

SC - RIR to YY

Message to airline to handle the SC from their side

sroths-att yy pls assist psgr with sc not able to reach. brgds agent

SC - RIR OPT

This need to be used for OWO (the lines of the message are inserted in the PNR, but they are not sending to the passenger. Agent required to use the command manually, and choose which segments should be sent)

6 RIR IMPORTANT MESSAGE FROM YOUR TRAVEL AGENCY

- 7 RIR THE AIRLINE HAS MADE A MINOR TIME/FLIGHT NUMBER CHANGE
- 8 RIR PLEASE PRINT THIS ITINERARY AND BRING TO THE AIRPORT
- 9 RIR THIS IS JUST FOR YOUR INFORMATION AND REPLY IS NOT NEEDED
- 10 RIR HAVE A NICE TRIP

The message we use for the automatically handled cases by the script is the below:

Information about your reservation - [REDACTED]

ExternalInbox x

etraveli group <no-reply@travelportautomation.com>

to [REDACTED]

Dear [REDACTED]

The airline company you're about to travel with has rescheduled your flight, as per the details below. We apologize for the inconvenience.

Old itinerary:

- TU 790 Carthage Arpt (Tunisia) / Heathrow (United Kingdom) 23/September/2023 departing at 13h40 arriving at 16h45

New itinerary:

- TU 790 Carthage Arpt (Tunisia) / Heathrow (United Kingdom) 23/September/2023 departing at 14h20 arriving at 17h25

You can check your itinerary by clicking here:
[viewtrip.travelport.com](#)

Kind regards,

Step 11

 Solution

Parent step: 1

SC Script: What to do after auto handling

Customer contacted us **within 5 days** given period.

- Check passenger request, if passenger would like to have another alternative, then follow the below:

1. Check the status of the tickets:

Segments confirmed - ticket reissued

The majority of airlines do not authorize a second involuntary reissue, this information could be found under Edwin-> Docs.

- Check the DOCs for airline policy
 - If no guidelines, then try to receive authority by airline for second reissue
 - If no authorization received, we need to take the cost on us, escalate the matter to your team leader / manager

Segments confirmed - ticket revalidated

Some airlines require a reissue after a SC, so even if the ticket is revalidated, we still can FOC the ticket with different flight

- Check the DOCs for airline policy
 - If no guidelines, then try to receive authority by airline for FOC reissue
 - If no authorization received, we need to take the cost on us, escalate the matter to your team leader / manager

Segments confirmed - ticket not updated

There are some sensitive airlines which even if you confirmed the segments, but did not reissue or revalidate the ticket, the airline does not authorize FOC for another alternative flights.

- Check the DOCs for airline policy
 - If there is a note that after segments confirmed, there is no need to revalidate the ticket and passenger will be able to travel, then try to receive authority by airline for FOC reissue.
If no authorization received, we need to take the cost on us, escalate the matter to your team leader / manager
 - If there is a note that after segments confirmed, we still can FOC reissue the ticket -> follow manually handling process.

2. Do NOT forget, that first valid alternative already provided by script, so **we would need to charge SC fee to proceed with another alternative.**

- If customer would like to have an involuntary refund:

Segments confirmed - ticket reissued

The majority of airlines do not authorize a refund after invl reissue, this information could be found under Edwin-> Docs.

- Check the DOCs for airline policy
 - If no guidelines, then try to receive authority from the airline
 - If no authorization received, we need to take the cost on us, escalate the matter to your team leader / manager

Segments confirmed - ticket revalidated

Some airlines require a reissue after a SC, so even if the ticket is revalidated, we still can have a full refund

- Check the DOCs for airline policy
 - If no guidelines, then try to receive authority from the airline
 - If no authorization received, we need to take the cost on us, escalate the matter to your team leader / manager

Segments confirmed - ticket not updated

There are some sensitive airlines which even if you confirmed the segments, but did not reissue or revalidate the ticket, the airline does not authorize full refund

- Check the DOCs for airline policy
 - If there is a note that after segments confirmed, there is no need to revalidate the ticket and passenger will be able to travel, then try to receive authority from the airline for full refund
If no authorization received, we need to take the cost on us, escalate the matter to your team leader / manager
 - If there is a note that after segments confirmed, we still can provide full refund proceed accordingly.

Reason code: Please click [here](#) to see the reason code

Example: Sabre - Incorrect endo or Amadeus - Auto handled, pax ctc within 5 days.

Customer contacted us after 5 days given period.

1. Inform the passenger that the 5 days period has passed, as per ETG Terms and Condition.
2. Check Edvin docs if we can assist him with second involuntary reissue or involuntary refund, if so proceed according to the passenger request, but do not forget to charge sc fee for reissue (as second alternative option)

If not, agent need to contact the airline for further help/information/possible authorization. Exception, as per airline policy it is clearly stated that second reissue is

not allowed.

3. Explain to the passenger that we follow fare rules and the fare/tax difference that might be charged. Note: *If passenger is complaining a lot and wish to have a FOC flow, reach out to TL/Manager for approval of the loss, due to SC Script automation, as exception.*



SC Script is ETG flow (airlines are not aware) so it is important not to redirect the customer to the airline for authorizations, as it might create contract issues.

Step 12

Solution

Parent step: 1

SC Script: When 2 SC occurred at the same time with a script autohandle

What do to if in a multi PNR two schedule change occurred and one of it handled by the schedule change script and another placed on manual handling Q?

When there is an order with Multiple PNRs and the SC announcement reflects on only one PNR, but sc script handle one of the cases, then:

Scenario 1:

PNR A: No SC

PNR B: SC handled by script

But after a couple of days, a new schedule change occurred in PNR B

Process Handling

Agent should inform the customer about the new schedule change and provide the updated itinerary in the workmode.

Scenario 2:

PNR A: No SC when the case was handled by script

PNR B: SC handled by script

But within 5 days a new schedule change occurred in PNR A.

Process Handling

Agent should handle the case outside of the workmode and provide to the passenger in the email for both

PNRs, since the 5 working days' deadline is valid.

Scenario 3:

PNR A: No SC when the case was handled by script

PNR B: SC handled by script

But after 5 days, a new schedule change occurred in PNR A.

Process Handling

Agent should handle the case in the workmode as a new SC and mention that the PNR B is not affected by SC, since the deadline of 5 working days is closed and as a company we have agreed that we count this as a confirmation from the passenger to use the flight.

Template that should be used: Always use the template in accordance with type of the order and follow the [schedule change description with manual handling](#).

Step 13

Solution

Parent step: 1

SC Script notification visible in Edvin SC Workmode

Starting June 18, 2024 agents can view the SC Script notifications directly within the **Edvin SC Workmode (SC WM)**. Below are helpful links that provide detailed information on how to navigate and understand the SC Script in this system:

Link 1: For more information about how the SC script is visible in SC WM, please check here:

[Edvin SC WM Menu - SC Script from GDS in Edvin SC WM](#)

Link 2: For more information about how the SC script is visible and working for the US DOT in the SC WM system, please check here:

[Step-by-Step Guidelines for Identifying and Handling the SC Script Automation for US DOT in Amadeus and Sabre](#)

These links will guide you through understanding and managing SC Scripts Automation effectively within the Edvin system.