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Mandatory PNR Information

Updated Sep 21, 2021

1. ⓘ Mandatory PNR Info
2. ⓘ Airline Specific Instructions
3. ⓘ SSR CTC - Sabre
4. ⓘ SSR CTC - Farelogix
5. ⓘ SSR CTC - Amadeus
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Step 1 - Starting point



Question

No linked steps

Mandatory PNR Info

1. SSR CTC

Step 6

2. DOCS

Step 2

Step 2



Question

Parent step: 1

Airline Specific Instructions

1. TK

Step 7

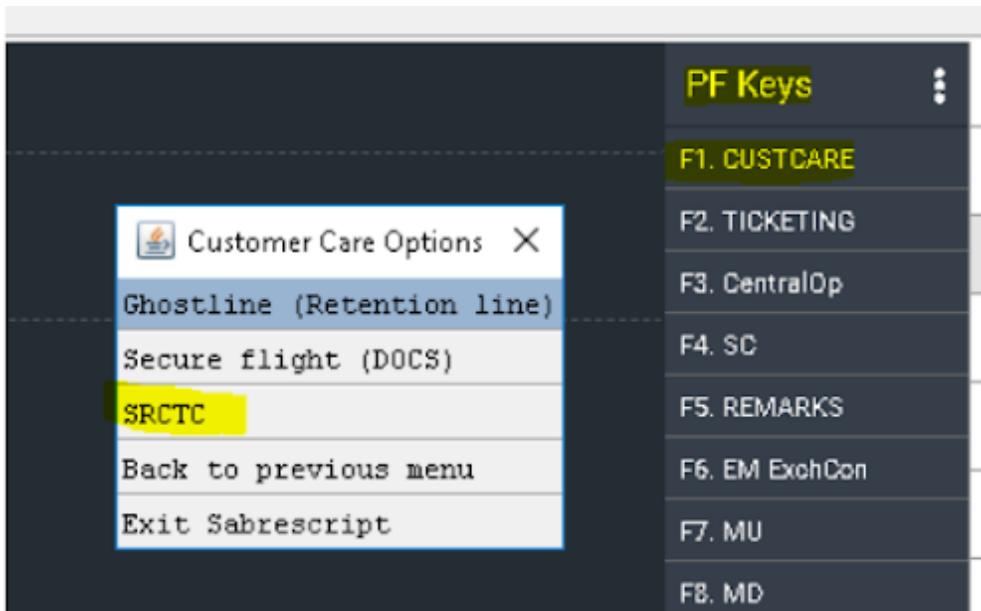
Step 3



Solution

Parent step: 6

SSR CTC - Sabre

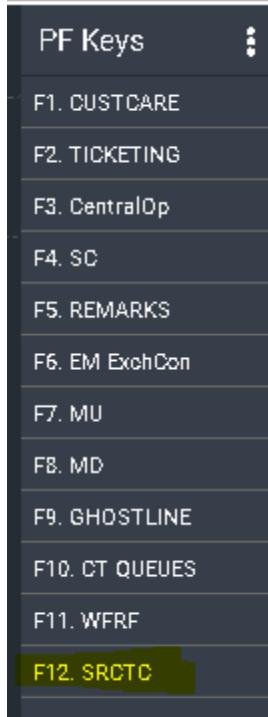


Inhouse agents can also download it as an extra separate option in their "PF Keys" list.

Click on the 3 bullets next to "PF Keys" and select "Import", "Browse" and select the below file:

<input type="checkbox"/> IMALMUF.PFKEY	2008-04-20 17:02	PFKEY FILE	5 KB
<input checked="" type="checkbox"/> New.pfkey	2021-04-14 16:11	PFKEY File	2 KB

Then the SR CTC key will be added as below:



Manual Command:

3CTCE/email address//xxx.se (Special characters: @ is replaced by //, _ is replaced by .., - is replaced by ./)

3CTCM/46701231231

(Replace 3 with 4 if it's an AA-booking.)

Step 4

SSR CTC - Farelogix

In the Email and Phone tabs of the PNR, there is an option "Operational Contact". Make sure to tick this box so the contact details will appear as SSR lines to the airline.

The screenshot shows the Farelogix PNR interface. At the top, there are tabs for 'EMAIL' and 'PAYMENT'. Below these, under the 'Email' tab, there is an 'EMAIL ADDRESS' field containing 'TRAINING.TATS@DLH.DE' and a 'TRAVELERS' field showing 'MRS JONA SMITH (ADT)'. Under the 'Email' section, there is a form for entering an 'Email' address, a 'Language' dropdown, and an 'Operational Contact' checkbox. A tooltip for the 'Operational Contact' checkbox states: 'If you would like to add traveler references please add a traveler to the PNR.' Below the 'Email' section is a 'Telephone' section with fields for 'Type', 'Telephone Number', 'Language', and another 'Operational Contact' checkbox. A similar tooltip is present here: 'If you would like to add traveler references please add a traveler to the PNR.'

Step 5

Solution

Parent step: 6

SSR CTC - Amadeus

The screenshot shows the Amadeus interface with a toolbar at the top featuring icons for 'Amadeus', 'Your Smart Flows', and 'COVID-19'. Below the toolbar is a search bar with the text 'INR_Creation'. The main area displays a list of commands, each preceded by a small icon and followed by a brief description. The commands listed are: REVAL, RIR_INFO_NO_OPTION, RIR_MENU, ROPT, RPD, RU, RX, SC_MENU, SCYY, SEMA, SORT_SIMPLE, SPEQ_EMD, SRCTC, and SRGN. The 'SRCTC' command is highlighted with a yellow box.

Manual Command:

SR CTCE-email address//xxx.se

(Special characters: @ is replaced by //, _ is replaced by .., - is replaced by ./)

SRCTCM-46701231231

Step 6

Question

Parent step: 1

SSR CTC

Globally for all airlines, the email address and the phone number for the main customer must be available in all active PNR's in the SSR CTC format.

These are entered automatically when customers are completing a booking via our websites.

In cases where we delete the segments in a PNR, due to open ticket, due to rebooking, etc, the SSR CTC lines will be auto-deleted.

Therefore when making a change in the itinerary or you create a new PNR, you need to make sure to add the email address and the phone number of the main customer as SSR CTC lines in the PNR again.

Please refer to the below menu of options on how to find the supp keys or add these lines manually to a PNR.

SSR CTC

1. [Amadeus](#) Step 5
2. [Sabre](#) Step 3
3. [Galileo](#) Step 8
4. [Farelogix](#) Step 4

Step 7

Solution

Parent step: 2

TK

Please note that from August 2020 Turkish airlines changed the mandatory information in the reservations for all the destinations.

When you receive a rebooking request (voluntary/ involuntary) for a booking with Turkish airlines you need to check if the DOB is already included as an SSR in the PNR.

If yes, proceed as normal.

If no, ask the passenger to provide you with the DOB/gender and add it as short DOCS in the PNR (after having confirmed the new segments and before queuing to BO for reissue).

The reason behind this action is that BO cannot reissue the tickets if short DOCS are missing.

For new orders, our website is updated and the DOB is now requested for TK bookings.

Step 8

Solution

Parent step: 6

SSR CTC - Galileo

