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08. Schedule change notifications as Tech Alerts

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1. ⑦ Tech Alerts
2. ⊘ SAS - SK6943/SK6944 - 01MAR22-26MAR22 - CPH-ORD-CPH incorrectly UN
3. ⊘ AC- Air Canada class realignment changes - starting 22nd Feb (phase1) and 17 March 2022 (phase 2).
4. ⊘ Scoot (TR) has re-numbered the following Scoot operated services, codeshare by Singapore Airlines

Step 1 - Starting point

🟦 **Question**   No linked steps

Tech Alerts

As many of you may know, when an airline changes something in the PNR, we get a notification in our system. For example, schedule change notification (UN/TK) or when the airline exchanges a ticket. However, we do have cases where there is a technical error in the airline's system, and they have to notify us of a change they have had while the aircraft were still in operation. For such cases, the airline provides us with a special policy for a specific route and date that we must follow.

In the need to inform all parties involved of such errors a new category (Attribute) has been created in the Edvin Documents/Schedule Change tab, that will include the proper airline policy to follow.

Until now, the schedule change agent had to check the flight status in GDS to identify the schedule change and inform the passenger about the possible alternatives, based on the Edvin Documents for SC Policies.

Now having in mind the possibility of a technical error, we should follow the below:

1. Open order in Edvin.
2. Open PNR in GDS and check flight status and flight number.
3. Open the Edvin Docs, first checking whether there is a new technical error under the attribute 'Tech Alert' that affects that specific flight in the PNR for the specific period mentioned.
   a. If this is indeed a 'Tech Alert' please follow the instructions of that category and not the normal SC policy.

b. If the flight details do not match with the 'Tech Alert' information, please proceed with any alternatives that can be provided as per the Schedule Change policy or Covid-19.

The information will be shared:
1. With the SC team through an email.
2. Through Edvin Documents in SC tab.
3. Through Shelf- SC folder- Tech Alerts.

ATTENTION: In case the instructions are not followed, ADMs will be issued from the airline(s).

Choose your Tech Alerts

1. SAS - SK6943/SK6944 - 01MAR22-26MAR22 - CPH-ORD-CPH	Step 2
2. AC- Air Canada class realignment changes - starting 22nd Feb and 17 March 2022	Step 3
3. Scoot (TR) has re-numbered the following Scoot operated services, codeshare by Singapore Airlines	Step 4

Step 2

🔲 **Solution**   Parent step: 1

SAS - SK6943/SK6944 - 01MAR22-26MAR22 - CPH-ORD-CPH incorrectly UN

Due to a system error, passengers booked on SK6943 CPH-ORD and SK6944 ORD-CPH in the period 01-26MAR22 were incorrectly given status UN in their PNR.

Rebooking
Passengers can be rebooked without penalty fee to SK943/SK944 CPH-ORD-CPH same date as original booking in the same booking class, or lowest available booking class in the same service class as originally booked.

Step 3

🔲 **Solution**   Parent step: 1

AC- Air Canada class realignment changes - starting 22nd Feb (phase1) and 17 March 2022 (phase 2).

Starting 22 FEB, all A class bookings will change to class K for all flights departing on 16 MAR onwards.

SSR that should be appearing: Rebooked A to K Class due AC Class Realignment

Starting 17 MAR 2022, AC will change A-cabin bookings from Economy Cabin to Premium Y Cabin for all flights departing on 23 MAR and onwards.

This will not affect us as it is not considered SC and it will only be appearing in the PNR History.

No action required from us.

Solution

Scoot (TR) has re-numbered the following Scoot operated services, codeshare by Singapore Airlines

Recently, Scoot (TR) has re-numbered the following Scoot operated services, codeshare by Singapore Airlines:

For departures from 30 October 2022 - 25 March 2023
SIN - SYD SQ0816 re-numbered to SQ8668
SYD - SIN SQ8517 re-numbered to SQ8669

Due to a technical issue in Scoot's booking system, bookings made on the re-numered flights were showing a 'NO' status. This indicated that the affected passenger(s) had not been correctly transferred onto the re-numbered flights and the original seats held were no longer confirmed.

This technical issue has now been resolved.

Please assist to promptly re-book passengers in the orignal booking class on the re-numbered flights.

- Re-validate the ticket after re-booking.

- If the tickets require re-issue, please indicate **SQTR011022** in the endorsement box which will serve as the waiver code. No additional charges or penalties will apply.

If you are unable to secure the original booking class, or have any queries, please contact our Sales Operations department.