Canceled Reservation still lives in AMC

Description

PNR is reported as still living in the Schedule Change module even though PNR has been canceled in customer third party system.

Reported Results

Cancelled PNR is showing up on Schedule Change module.

Expected Results

Cancelled PNR should not show up on Schedule Change module.

Resolution

Check if PNR was cancelled in SellConnect.

- If PNR is cancelled, add remark 'RM SYNC' to PNR in SellConnect to generate new IMR to AMC. (receive from: use 'GET TEAM' and ER)
- If PNR is not cancelled, ask User to provide 'BookingRemoveGuest_IN' file to confirm cancellation was requested.

Similar case

IR 20945348