TEC-RES, from Zero to Hero

Reservation fundamentals

> *Reservation includes two aspects: PNR and Ticketing. The goal of this training is to present Reservation basics and PNR fundamentals*

The world of Altéa reservation

The reservation department is responsible for a whole lot of functionalities that can be categorized into two worlds: the PNR world and the Ticketing world.

- PNR world: Search for flight availabilities, flight booking, storing the passenger information and managing the frequent flyer data.
- Ticketing world: Attribute fare and taxes to the flight, handle the forms of payment and issue the confirmation of your reservation.

Notice that these functionalities are all the steps you pass through when you book a ticket online.

Start with the basics

In this section we introduce some vocabularies and we give information about how travel agents can make a booking (either via ATE or a desktop app). It is pretty well synthesized in the presentation, I invite you to go directly read this section of the presentation if you want to know more.

Create a PNR

As a reminder: PNR = passenger name record. It is a record that stores all the passenger's information and which is needed to book a flight and issue a ticket.

The PNR must contain a minimum of 5 elements:

1. The passenger name
2. A contact (address, phone number...)
3. The ticket arrangement which indicates the status of the ticket issuance
4. A flight segment (if you're wondering what's a segment, it was explained in the previous section, in the part that I chose not to include here 🙂)
5. A "received from" element: indicates who has made or updated reservation.

Once created, the PNR is identified by a Record locator (or "Rec Loc" as we like to call them here 😉) made of 6 characters: e.g. YFNV83.

The rest of the presentation shows you how to create a PNR. Speaking of which, if you want to know more about PNRs, please help yourself: The ultimate guide to PNR terms

I just got the info that Fabien is going to be interviewing me, Fabien is working on the NDC-X project on the distribution side, and on Order for airline. What is Order you might ask? That's a good question mon chers Watson! In the guide linked before, you can find the definition:

> ## (Travel) Order
>
> *Generic term from the NDC standard that refers either to the actual purchase information on airline side or to a repository of trip information on travel agency side.*
>
> *Some API names also contain the word "order" because they are used to transfer the purchase information to airlines.*
> *To avoid confusion and unnecessary technical distinctions, in the travel agency world, the Order is... a PNR.*

TEC-RES Kick-off, our objective for 2022

Now that you know the basic responsibilities of RES and some vocabulary, you might ask yourself: Ok. what's there todo now, what are our objectives? Well, if you entered the department around the same time as me (march 2022), you may have attended this presentation by our director Jérôme Bousrez on exactly just that. Otherwise, you can watch it here if it still relevant when you're reading this document.

Our TEC-RES Objectives

At first, Jérôme presented a set of deliverables that we have to deliver this year, but they don't mean much for me...

Amadeus' move to the Cloud

Two types of applications: OTF apps that will move to the cloud without being re-engineered, and Cloud Native platform

Unfortunately I don't have enough prerequisites to really understand what he is talking about.

HOWEVER, I found this article on the communication kit that summarizes well what are the different projects we are working on right now.

Business perspective

- Construction of the "New Gen Altéa" by Amadeus in collaboration with the newly acquired company Navitaire Systems. This new version has a new feature called Offer & Order strategy, *I wonder what's it about? Also, I really need to understand what's Altéa about!*

  > *What is navitaire system?*
  >
  > *Navitaire **primarily offers systems for passenger reservations, travel commerce, ancillary revenue and merchandising, as well as revenue accounting and revenue management to airlines and rail companies**. Navitaire. Type. Privately held subsidiary. Industry.*

  The customers for this new product are **Etihad, Air India and Hawaiian.**

- In the Americas, Air Canada and Southwest Airlines are coming with large demand for custom services.

Travel distribution side

- NDC distribution begins in some markets, but it remains important that we keep improving our NDC solution to support this new content when it will become more important for travel agencies.
- Car distribution is outperforming 😃