

Table of Contents

Preface	xi
Acknowledgements	xiii
Introduction	xv
Chapter 1—The Role of Reservations	1
1.1 General.....	1
1.2 Reservations Systems.....	1
1.2.1 Travel Agents' Systems and GDS/CRSs.....	1
1.2.2 Single Airline Access System.....	1
1.2.3 Multi-Access Airline Reservations Systems	1
1.3 Impact/Interaction of Reservations with Other Applications.....	2
1.3.1 Pricing.....	2
1.3.2 Ticketing	2
1.3.3 Departure Control	2
Chapter 2—Reservations Code of Conduct	5
2.1 General.....	5
2.2 Responsibility of Airlines, Travel Agents and Other Providers.....	5
2.2.1 GDPR	5
2.2.2 Booking Space or Services	5
2.2.3 Married Segment	6
2.2.4 Cancelling Booked Services.....	6
2.2.5 Passive Bookings	6
Chapter 3—Communications	7
3.1 Communications Systems.....	7
3.1.1 Private Networks	7
3.1.2 Shared Private Networks.....	7
3.1.3 Commercial Networks	7
3.1.4 Internet	7
Chapter 4—Messages Types and XML	9
4.1 General.....	9
4.1.1 Type-A Messages.....	9
4.1.2 Type-B Messages.....	9
4.2 Extensible Mark-up Language (XML).....	10
Chapter 5—AIRIMP	11
5.1 Message Composition.....	11
5.1.1 Message Priority.....	11
5.1.2 Message Address.....	11
5.1.3 Communications Reference	12
5.1.4 Message Identifier	12

5.1.5	Record Locator	12
5.1.6	Secondary Record Locator	14
5.1.7	Use of the Record Locators	14
5.1.8	Message Text	14
5.1.9	Ending Pattern.....	14
5.1.10	Message Example	15
Chapter 6—Flight Network		17
6.1	Flight Types.....	17
6.1.1	Non-Stop Flights.....	17
6.1.2	Direct Flights.....	17
6.1.3	Connection Flights.....	17
6.1.4	Flight Routings.....	18
6.2	Connection Cities	18
6.3	Connecting Times	18
6.4	Multi-Modal Connections	18
Chapter 7—Bilateral Selling Agreements		19
7.1	General.....	19
7.2	Selling Agreements	19
7.2.1	Types of Selling Agreements	19
7.3	Conditions of Agreement.....	21
7.4	Multilateral Interline Traffic Agreements.....	22
7.5	Code Share Agreements.....	22
7.6	Other Agreements	22
Chapter 8—Passenger Booking Lifecycle		23
8.1	General.....	23
8.2	Shopping for Flights	23
8.3	Booking Flights.....	23
8.3.1	Adding Booking Information	23
8.3.2	Completing a Booking	24
8.4	Ticketing	24
8.5	Modifying a Booking after Ticketing	25
8.6	Departure Control	25
8.6.1	Checking-In for Flights.....	25
8.6.2	Flight Close-Out.....	25
Chapter 9—Passenger Name Record		27
9.1	General.....	27
9.2	PNR Elements.....	27
9.2.1	Record Locator Element.....	28
9.2.2	Name Element.....	28
9.2.3	Flight Element.....	30

9.2.4	Auxiliary Service Element.....	32
9.2.5	Supplementary Service Element.....	32
Chapter 10	—Reservations Retrieval	35
10.1	General.....	35
10.2	Multiple Name Match	35
10.3	No Record (NOREC).....	35
Chapter 11	—Pre-Reserved Seat Selection	37
11.1	General.....	37
11.2	Seat Map Display	37
11.3	Requesting/Assigning a Seat	37
11.4	Responding to a Seat Request	38
11.5	Rules for Changing a Pre-reserved Seat	38
11.6	Rules to Cancel Seats with an Itinerary Change	38
11.6.1	Cancel/No Rebooking.....	38
11.6.2	Cancel/Rebook.....	38
11.6.3	Confirming from Waitlist	38
11.6.4	Reduce Number in Party	39
11.7	Divide Party Transactions	39
11.8	Name Change Transactions	39
11.9	Schedule Change Affecting Assigned Seats.....	39
11.10	Change of Gauge Flights (Aircraft Change Enroute).....	39
Chapter 12	—Customers Requiring an Extra Seat	41
12.1	General.....	41
12.2	Reservation Procedure.....	41
12.3	Ticketing Procedure	41
Chapter 13	—Customer Loyalty	43
13.1	General.....	43
13.2	SSR Codes	43
13.3	Tier Levels	43
13.4	Communication of Frequent Flyer Information.....	43
13.4.1	Option 1—Non-Automated Format	44
13.4.2	Option 2—Automated Format	45
Chapter 14	—Advanced Passenger Information	47
14.1	General.....	47
14.2	Collecting Advanced Passenger Information	47
14.2.1	Names	48
14.2.2	Passenger Travel Document Information (SSR DOCS).....	48
14.2.3	Passenger Other Supplementary Information (SSR DOCO)	48
14.2.4	Passenger Address Information (SSR DOCA).....	49
14.3	Requesting Advanced Passenger Information (SSR ADPI).....	49

14.4	Government Notification.....	49
14.4.1	PNR Access (PNRGOV)	50
14.4.2	Secure Flight Passenger Data (SFPD)	50
14.4.3	API Quick Query (AQQ)	50
14.4.4	Flight Closeout Passenger List (PAXLST)	50
14.4.5	Time Line.....	51
14.5	Retain Reason for Travel to Cuba	51
14.5.1	General.....	51
14.5.2	Background	51
14.5.3	Scope	51
14.5.4	Reasons for Travel Data	51
Chapter 15—Baggage		53
15.1	General.....	53
15.1.1	Carry-On Baggage	53
15.1.2	Checked Baggage	53
15.1.3	Unaccompanied Baggage	53
15.2	Baggage Allowances	53
15.3	Determination of Baggage Provisions.....	54
15.3.1	Resolution 302.....	54
15.3.2	US/Canada Rule.....	54
15.3.3	Allowance Record.....	54
15.4	Exceptional Baggage	55
15.4.1	Excess Baggage	55
15.4.2	Bulky Baggage	55
15.4.3	Fragile Baggage	55
15.4.4	Cabin Baggage	55
15.4.5	Courier Baggage	55
15.4.6	Bicycles	56
15.5	Liability for Baggage	56
15.6	Excess Valuation.....	56
15.7	Claim for Damaged or Lost Baggage	57
15.8	Baggage Identification.....	57
15.9	Advice on Types of Baggage and Packing	57
15.10	Dangerous Goods in Baggage	57
15.11	Human Remains (Ashes)—Bilateral	59
Chapter 16—Modifying a Customer Reservation.....		61
16.1	General.....	61
16.2	Modifications	61
16.2.1	Cancellations or Deletions.....	61
16.2.2	Additions.....	62
16.2.3	Changes	63
16.3	General Responsibilities for PNR Modification	64

16.4	PNR Servicing	64
16.4.1	General	64
16.4.2	Acknowledgement Message (Bilateral Agreements Only)	65
16.4.3	Record Locator Request	65
16.4.4	Claim Message (Bilateral Agreement Only)	65
16.4.5	Service PNR Messages (Bilateral Agreement Only)	65
16.4.6	Synchronization Message (Bilateral Agreement Only)	66
Chapter 17	—Group Bookings	69
17.1	General	69
17.2	Group Name	69
17.2.1	Name of the Group	69
17.3	Requesting Group Space	70
17.4	Confirming Group Space	71
17.4.1	Partial Confirmation	71
17.5	Advising Individual Customer Names	72
17.6	Group Firming	72
17.7	Group Contact Information	73
17.8	Modifying a Group PNR	73
17.8.1	Individual Passenger Names	73
17.8.2	Increase the Number of Customers in Party for a Group	74
17.8.3	Decreasing the Number of Customers in a Group	74
Chapter 18	—Schedule Change	77
	Planned Schedule Change vs. IROP	77
	Planned Schedule Change	77
	Irregular Operations (IROP)/Flight Interruptions	77
18.1	General—Planned Schedule Change	77
18.1.1	Planned Flight Schedule Change	77
18.2	Action by Airline Changing Schedule—For Previously Confirmed or Waitlisted Space Held in the System of the Airline Making Change	78
18.2.1	Changes in Arrival and/or Departure Times Only	78
18.2.2	Flight Cancellation	79
18.2.3	Schedule Change Advice when Journey has Commenced	79
18.3	Action by Airline Changing Schedule—When Sale is Made by the Booking Source before they Update their System with the Latest Information	79
18.3.1	Time Change Only	79
18.3.2	Discontinued Service	80
18.3.3	Schedule Change Notification of a Merging Airline	80
18.4	Action by Office Receiving Advice of Schedule Change	80
Chapter 19	—Involuntary Rerouting (Airline Use Only)	81
	IROP vs Planned Schedule Change	81
	Irregular Operation (IROP)/Flight Interruptions	81
	Planned Schedule Change	81

19.1	General.....	82
19.1.1	Irregular Operations (IROP)/Flight Interruptions	82
19.1.2	Situations Requiring Involuntary Reroute Handling.....	82
19.2	Disruption Management	82
19.3	Re-Protecting Passengers—Carriage on Own Service	83
19.4	Re-Protecting Passenger—Onward Carriage on Service(s) of Another Airline.....	83
19.5	Additional Considerations.....	84
19.6	Communication to Passenger	84
Chapter 20	—Special Booking Procedures and Conditions	85
20.1	General.....	85
20.2	Children	85
20.2.1	General.....	85
20.2.2	Unaccompanied Minors	85
20.3	Infants	87
20.3.1	General.....	87
20.3.2	New Born Baby	87
20.3.3	Infant not Occupying a Seat	87
20.3.4	Bassinet	87
20.3.5	Infant Occupying a Seat	87
20.4	Expectant Mothers	88
20.5	Customers Requiring Special Assistance	88
20.5.1	General.....	88
20.5.2	Passengers with Reduced Mobility—PRM	88
20.5.3	Obtaining Information	91
20.5.4	Reservations Procedures for Passengers Requiring Special Assistance	92
20.5.5	Customer Final Acceptance	94
20.6	Very Important Customers—VIPs	95
20.7	Ship's Crew	95
20.8	Inadmissible Passengers	95
20.9	Deportees	96
20.10	Transit/Transfer Passengers without Visas	96
20.10.1	General.....	96
20.10.2	Advising of Travel without Visa	97
Chapter 21	—Special Meals	99
21.1	General.....	99
21.2	Standard Special Meal Codes	99
Chapter 22	—Carriage of Animals	101
22.1	General.....	101
22.2	Pets in the Cabin.....	101
22.3	Pets in the Hold.....	102
22.4	Service Animals in the Cabin	102

Chapter 23—Reservations Management	103
23.1 General.....	103
23.2 Ticketing Time Limit (TTL)	103
23.3 Integrity Checks.....	104
23.4 Reconfirmation	104
23.5 No-Show	104
23.6 Missed Connections	105
23.7 Notification Management.....	105
Chapter 24—Passenger Contact Information	107
24.1 General.....	107
24.1.1 Contact Information Element.....	107
24.1.2 Passenger Security Information	107
24.1.3 Passenger Emergency Contact Information	108
24.1.4 Passenger Contact for Operational Notifications	108
Chapter 25—Chargeable Ancillary Services (Bilateral Agreement Required)	111
25.1 General.....	111
25.1.1 Terms and Definitions.....	111
25.1.2 SSR ASVC and SVC Action/Reply/Advice/Status Codes	111
25.2 Initial Booking Process.....	112
25.2.1 Flight Related Services.....	112
25.2.2 Non Flight Related Services.....	118
25.3 Ancillary Service Change	118
25.3.1 Voluntary Change.....	118
25.3.2 Involuntary Change	121
25.4 Cancellation Process.....	125
25.4.1 Cancellation by the Booking Source	125
25.4.2 Cancellation by the Carrier.....	128
25.5 Increase/Decrease Number of Services	129
25.5.1 Increase Number of Services	129
25.5.2 Decrease Number of Services	132
25.6 Interline Itineraries.....	135
25.7 Codeshare Process.....	136
25.7.1 Marketing Carrier and Operating Carrier use the Same Booking Method	137
25.7.2 Marketing Carrier uses Different Booking Methods.....	139
25.7.3 Marketing Carrier uses a Single Booking Method.....	142
25.8 Change of Gauge Flights (Change of Equipment En route).....	145
25.8.1 SSR ASVC in Conjunction with a Standard SSR Code	145
25.8.2 SSR ASVC in Conjunction with a Chargeable Family SSR	147
25.8.3 SSR ASVC Only	149
25.9 Seating.....	151
25.9.1 Interactively Confirmed Seats.....	151
25.9.2 Involuntary Changes.....	152

25.10 Advising the EMD Number without Requesting a Service.....	155
25.11 Advising Consecutive Numbers for Conjunction EMD's	156
25.12 Advising the EMD Numbers for Passive Segments.....	157
Chapter 26—Chargeable Baggage Related Services (Bilateral Agreement Required)	165
26.1 General.....	165
26.2 Terms and Definitions	165
26.3 Scope	166
26.4 Identical vs Non-Identical	166
26.5 Examples.....	167
26.5.1 Standard SSR in Conjunction with an SSR ASVC	167
26.5.2 Chargeable SSR in Conjunction with an SSR ASVC	170
26.5.3 Stand Alone SSR ASVC	171
26.5.4 Service Reference Number Out of Sequence	172
26.5.5 Number of Services Greater than 1.....	174
26.5.6 Service Reference Number not Included in the Request Message	175
26.5.7 SSR ASVC and Service Reference Number not Included in the Request Message	176
26.5.8 SSR with Service Reference Number but no SSR ASVC in the Request Message.....	176
26.5.9 Request for More than One Service Denied	177
Chapter 27—Collecting Information to Issue Invoices for GST/VAT Processing	179
Retail Channel Identification TCS	180
Scenarios where the Validating Carrier is not Participating in the Itinerary	180
Appendix A—Glossary of Terms	181
Index	191