



## **Annexure 1 - Best Practices**

### **Do's**

- Ensure to provide customer's first and last names exactly identical to the customer's passport for international journey or ID card for domestic journey.
- Record passenger family name along with full complete first name and second name if any.
- Record date of birth of the child & infant passengers in the name field, as well as the requisite SSR.
- Ensure that WY record locator answer back is received on your GDS PNR.
- Ensure that APIS/Secure flight, passport details, passenger contact info including mobile are updated to PNR.
- Correctly update the status codes of all segments and ensure segment sequence control taking care of minimum connection time at each transit point etc.
- Cancel all the In-active segments from the PNR when advised by WY through UN, NO, HX, WK, WN, UC, UL, DL messages. Such cancellations to be done at the earliest opportunity available and invariably at least 24 hours prior to flight departure.
- Ensure messages received from host for duplicate booking, duplicate segment, Ticketing time limit, ticketing rules and other instructions are strictly complied with.
- Agencies must take timely follow up action for issuance to tickets within the time limits notified.
- Agencies with multiple GDS should ensure that booking and ticketing for a specific journey of the customer, occurs in the same GDS.
- When customer advises to cancel the booking, agency should cancel Oman Air booking and release the inventory immediately.
- Ensure that booking matches with ticket coupon sequence.
- Ensure that applicable government regulations are complied with and customer security credentials are provided in the booking for use of government authorities.
- Ensure that PNR is provided with customer contact including correct mobile number in the correct field. This will facilitate Oman Air to reach the customer when required to communicate flight delay, re-schedule, cancellation, disruption etc.
- Ensure for any change in itinerary all special service request (SSRs) are re-processed. Note that SSRs are flight and passenger specific and should not be requested for entire PNR together.
- Agencies should action the Queues promptly and ensure that passengers are notified for any change in his/her bookings.
- Must always use latest and updated fares; Pre-stored and or manual pricing should be avoided.
- Must report genuine ticket numbers that is valid for travel and associated to the itinerary in the PNR.
- Must ensure collection of all taxes, fees and service charges imposed by local and foreign government.
- Must ensure collection of various penalties for re-issue, refund, cancellation, no show etc.

### **Don'ts**

- Avoid creating segments in a cancelled PNR.
- Avoid making changes to host PNR under the control of Oman Air.
- Do not create active/passive booking transactions for achieving GDS productivity / incentive targets.
- Do not make duplicate / multiple bookings for a same customer/journey
- Do not break marriage logic of segments.
- Do not force to create wait list segment on a closed flight.
- Do not create bookings in fictitious names.
- Do not change passenger names once PNR is created.
- Do not create bookings that violate minimum connecting time specified.
- Do not omit to complete the contact details, SSRs, APP/APIS security info, or provide inaccurate info.

Note:- For the complete Reservations, Ticketing and ADM policy, please refer to local Oman Air representative.