

The power of the platform

Travelport
Redefining travel commerce



Travelport servicing of airline policy updates regarding COVID-19

With the global pandemic of Covid-19, airlines are allowing travel to be rebooked to alternative dates, even on restricted fares. In situations, where travellers can rebook to a new travel dates, the travel agent can use the usual ticket exchange functions to reissue the ticket.

However, if the traveller does not yet know the new travel dates, there will be a need to keep PNRs live to maintain system information from the original tickets and other documentation added to the booking file.

In order to provide continuity for information of the original tickets, it will be necessary to add a retention segment to the current PNR. This will keep the PNR live beyond its purge date and it will maintain a link to the original tickets held by the validating carrier and retain all administration information recorded in the PNR.

Note, adding a retention segment to the GDS PNR does not provide retention of the airline PNR.

Example: >RT.T/30SEP*RETENTION LINE DUE COVID19

Format Item	Action
RT.T/30SEP	replace 30SEP with valid until date, recommend six months from today's date
*RETENTION LINE DUE COVID19	free format text following *

Airline Policies and Useful Links

For the daily updated airline policies file and other (external) useful references and links, please refer back to the public [Travel Industry Response](#) site.



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