



## What is NOREC?

The airline has no record of your customer booking file , hence the customer is denied boarding at the airport.

## Do you know?

The Airlines use highly advanced and sophisticated methods to identify illegal booking practices and they cancel such reservations without prior notice. You may not even know that the space (seat) was cancelled until your customer arrives at the airport.



## How to prevent?

The best way to prevent a NOREC situation is to understand how it could happen.

NOREC Causes	Prevention guide lines	How Could NOREC happen
Cancel and Rebook Transactions	Avoid cancel and rebook in the same transaction.	Airline might receive the cancellation and rebook messages in an unexpected order.
Itinerary Churning	Do not repeatedly cancel and rebook the itinerary to get the time limit extended / lower class search.	Airline interpret this practice as inventory churning and they will cancel the space.
Duplicate Bookings	Avoid creating duplicate bookings. PNR Validates as dupe by the airline even if it is canceled immediately.	Airlines now use different methods of finding dupes and they often cancel both reservations.
Incorrect divides	Apply correct divide procedure follows with a vendor remark .Newly created PNR should return with a new vendor locator <b>.Do not modify the PNR until the new vendor locator is updated.</b>	Airlines do not split the booking file on their end unless changes occur during the divide process correctly
Unauthorized Name Changes	Avoid Name changes for ticketed / non ticketed booking files unless they have been authorized by the airline.	Incorrect or unauthorized name changes can lead to a mismatch on Airline side
Dead Records	Refrain rebook on a completely cancelled/purged PNR . Make a new reservation instead.	Most airlines consider a cancelled reservation to be a "dead record" which will cause messages to be rejected or lost in their system.
Issuance of tickets after expired time limit	Issue & finalize the tickets before the time limit	If the booking is corrupted due to one of the above actions, booking cancellation (HX) from the airline may not generated to the system.