ViewPNR - Functionality and Participating Carriers

Answer ID - KB0024508

ViewPNR enables to drop into a participating airline's system in order to view the PNR in the airline's system.

ViewPNR is a tool which enables to view details of Galileo created PNRs to ensure that the airline's PNR and Galileo Booking File are in synch. This **does not** allow to add new request or make any amendments to the airline PNR.

ViewPNR allows to view the following fields (for information only)
- Itinerary
- Name
- Ticket Number
- Airport Fax (AP FAX) which includes SSRs and OSIs

Important note: Limited Access Drop Through is not supported in Smartpoint (any version). To access View PNR change to "Native Mode" by changing MYCONNECTION to "**NO**" or **Ctrl+N** on Flex option or selecting "Native mode" from "Terminal" on Classic option or **Ctrl+N**.

No changes are permitted in ViewPNR, but in certain circumstances additional screens can be displayed. However, as a general rule, the PNR can only be ignored once it has been displayed as the airline PNR details are ONLY for information purposes.

Participating Airlines:

Steps to access ViewPNR		
Step 1	Change the Smaprtpoint interactive mode to native mode	MYCONNECTION - **NO** or **Ctrl+N**
Step 2	Drop Through into the airline's system	**@@XX/VIEWPNR** (Where XX is the carrier code)
Step 3	Display the PNR using the airline's vendor locator (VLOC)	***H7D65A**
Step 4	Scroll for additional information	MD = Move Down
		MU = Move Up
		MT = Move Top
		MB = Move Bottom
Step 5	To return to the Galileo system	**@@1G** or **>I** (ignore)