	Reservations Bulletin: 2019/001
SOUTH AFRICAN AIRWAYS **A STAR ALLIANCE MEMBER**	**Date: 12 June 2019**

1. New Ticket Deadline Control (TDC) process   **2. Flight Firming**

1. New Ticket Deadline Control (TDC) process

This Flight Firming process ensure compliance with the Ticketing Time Limits (TTL) of SAA Domestic and International fares. If the PNR is not ticketed when the TTL expires, the itinerary is cancelled.

We are pleased to announce that we are upgrading our Ticket Deadline Control process. This process is migrating to a new platform is starting Tuesday evening, 11 June 2019 and will be completed on 13June 2019. Although the TTL rules and calculation of the PNR TTL remain the same the following changes will come into effect and is shared for your information.

1.1. Display of TTL in the PNR

Previously the TTL was added to the PNR using the SSR OTHS element. On the new platform the TTL will be displayed in the OPC element, similar to TTL of Group PNR's. Should a TTL warning be added to the PNR it will appear in the OPW element. Take note that the TTL calculated and displayed in the OPC element will be passenger and segment associated.

```
7 OPW-26JUL:2000/1C7/SA REQUIRES TICKET ON OR BEFORE
      29JUL:2000 JNB TIME ZONE/TKT/S3-4
8 OPC-29JUL:2000/1C8/SA CANCELLATION DUE TO NO TICKET JNB TIME
      ZONE/TKT/S3-4/P1-2
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Furthermore, if an Automated Issue Limit (AIL) is added to the PNR controlling the issuance of an EMD it is also using the OPC element and OPW for a warning message. The difference in OPC elements is clearly visible in the text area. See below the text in bold referring to a document and not a ticket and also the element referring to the SSR element (highlighted in yellow).

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 7 /SSR RQST SA HK2 CPTJNB/15EN,P1/15FN,P2/S3   SEE RTSTR
 8 OPW-26JUL:2000/1C7/SA REQUIRES TICKET ON OR BEFORE
      29JUL:2000 JNB TIME ZONE/TKT/S3-4
 9 OPW-07JUN:1721/1C14/SA REQUIRES DOCUMENT ON OR BEFORE
      10JUN:1721/E7
10 OPC-29JUL:2000/1C8/SA CANCELLATION DUE TO NO TICKET JNB TIME
      ZONE/TKT/S3-4/P1-2
11 OPC-10JUN:1721/1C16/SA CANCELLATION DUE TO NO DOCUMENT/E7
```

There will also no longer be a delay for the TTL to appear in the PNR. The TTL is added to the PNR immediately after end transaction. Incidentally it is possible to view the TTL during PNR creation before end transaction using the "TL" entry. The "TL" entry can be used after end transaction as well. For e.g. if a change is made to the itinerary the "TL" entry will indicate the new TTL that will be assigned to the PNR after end transaction.

When the TTL is added to our Amadeus PNR with the OPC element on third-party created PNR's like Galileo, Worldspan, Sabre etc, Amadeus will generate at the same time a SSR ADTK to the third-party system. Warning messages, if applicable, will be send using SSR OTHS message.

1.2. Valid Ticket Elements

Besides a FA element, only SSR TKNE and FHE elements will be considered as a trusted ticket element that will prevent itinerary cancellation after Ticket Time Limit expiration in a PNR. The use of any other ticket element will be ignored by the system and it will continue to set a Time Limit.

Please take note that a ticket element must exist in the pnr for all passengers and all the SA flight segments otherwise Superagent will take corrective action when the Time Limit expires. Should the PNR be partially ticketed when the Time Limit expires, the un-ticketed flight segments will be cancelled. The PNR could even be split if only one customer has been ticketed in order to cancel the itinerary of the un-ticketed customer.

1.3. What can go wrong?

The biggest issue experienced with 'invalid' itinerary cancellations stem from a change in itinerary where the ticket is not re-issued or revalidated. When Superagent review the PNR and find any un-ticketed segments it will assign a Time Limit to the PNR. Normally the agent ignores the Time Limit because a ticket was issued (for some of the itinerary segments) and that lead to the flight segment cancellations.

The basic rule is to never ignore a Time Limit added to the PNR in the OPC element. If this warning is ignored flight segments will be cancelled. It is therefore imperative that the PNR has a ticket number associated to each flight segment for all the customers booked.

2. Flight Firming

Flight Firming refers to an automated (robotic) process that ensures there is seat availability, especially during periods of high demand. Our Flight Firming system, "fondly" referred to as Superagent, is designed to cancel speculative bookings that block inventory. Superagent is constantly reviewing our PNR's for the following processes.

2.1. Ticket Deadline Control (TDC)

Ensure compliance with the Ticketing Time Limits (TTL) of SAA Domestic and International fares. If the booking is not ticketed when the TTL expires, it is cancelled.

2.2. Duplicate PNR's

Identifying possible duplicate bookings so they can be cancelled and seats returned to the inventory

2.3. Duplicate Segments within a PNR

Identify segments where two or more flights are booked for the same customer and it is evident that they will only be able to use one. We cancel the segment booked first, leaving one segment for the route.

2.4. Fictitious Names

Identify and cancel bookings made with fake names not limited to, but such as Name/Mr or initials or names of celebrities.

2.5. No-Show Handler

When a passenger does not show up for their outbound flight that is considered a No-show. All the remaining flights of the itinerary, also known as downline segments will be cancelled.

2.6. Invalid, Previously Used Ticket Numbers

Identifying and cancelling bookings when the ticket number is invalid or not genuine for the passenger or the travel it has been associated with on the PNR.

Contact Us

Do not hesitate to send a mail to FlightFirming@Flysaa.com in case you have questions or need further information regarding this Bulletin or ResSupport@Flysaa.com for any other Reservations related matter.

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