
GETTING STARTED

Contact Airline for Authorisation:

When ready for ticketing, contact your local KLM office and request for the PNR to be 'enabled' so that you can start the 'claim' process. KLM will be able to advise the Amadeus Record Locator for the group booking.

How to Claim the KLM Group PNR:

First display the Amadeus group PNR by the airline code, flight number, date and passenger name, *OR* display by the Amadeus record locator

Format: QKL/*KL(flight number)/(departure date)-(passenger last name)

Example: QKL/*KL123/31JUL-SCHMITT

Format: QKL/(record locator)

Example: QKL/*ABC123

After the KLM PNR has been displayed, it must be 'claimed' using the following format

Format: QKL/CLM

Note:

The agreement that exists for 'Group Claim It' is not permanent and is provided at PNR level.

HOW TO TICKET THE CLAIMED GROUP PNR

The standard Sabre ticketing formats should be used to issue the ticket for a 'claimed' group PNR. A SSR FOID is however required in the PNR before the ticket is issued. This remark is created by the KL negotiator and will be displayed in the claimed PNR. If the remark hasn't been created, you should contact KLM to be provided with the specific and mandatory elements to be entered.

CONDITIONS

A Sabre Travel Agency will be able to 'claim' a Group PNR under the following conditions:

- The PNR was created in Amadeus by KLM
- KLM is the owner of the PNR
- There is at least one active KLM, Northwest or Kenyan Airlines segment in the PNR
- The ticket has not yet been issued
- The flight dates are within the Sabre inventory date range of 332 days
- There is no TST in the PNR for negotiated fares
- There are no FQTR or FQTU remarks in the PNR

The following fields from the Amadeus PNR will be transmitted at Claim time

- Itinerary
 - Active Flight Segments only
 - Auxiliary segments (hotels/cars) will be transmitted as free text
- Name Field
 - CHD element transmission: OSI YY 1CHD (from 01st June, SSRCHLD)
 - INF element transmission: INF name field and SSR INFT created in Sabre PNR if Amadeus name field was introduced as follows: SMITH/JOHN (INF/MARIE) or SMITH/JOHN (INFPARKER/MARIE)
- Phone Field
- Ticketing Field
- Remarks Field
 - Except RC- remarks

****IMPORTANT** **PLEASE NOTE THAT A PNR CAN ONLY BE CLAIMED ONCE AND CANNOT BE RELEASED BACK TO KLM**

OTHER INFORMATION

There is no synchronization after the 'claim' process. Modifications and cancellations need to be made by contacting your KLM Group Desk Negotiator. KLM will contact your agency when they need to make any changes to the already 'claimed' group PNR. When either APIS data is entered in the PNR or the ticket is issued however, this information will be transmitted to the Amadeus PNR.

As the ownership of the PNR will be transferred to the Sabre agency, ***KLM will only allow claiming of group PNRs within 35 days (5 weeks) of date of departure.***

By claiming a group PNR, the Sabre agent will agree to following conditions:

- Submit passenger names before the expiration of the agreed deadline
- Issue tickets before expiration of the agreed deadline
- Enter any special service requests for the passengers

By claiming the PNR, the Sabre ***agency agrees not to make any of the following changes without consulting the local KLM group desk and obtaining approval for the action*:***

- Add, cancel or change flights segments to the itinerary
- Add, cancel or change fare elements in the PNR
- Increase or decrease the group size
- Split the PNR
- Change passenger names

* special actions might be required for PNR's containing KL and KQ flights or KL and MP flights in one itinerary .

