## PNR Synchronisation Option 3 – Lufthansa (LH) and Austrian Airlines (OS)

<table>
<thead>
<tr>
<th>Product Advisory number:</th>
<th>3435</th>
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<tbody>
<tr>
<td>Version:</td>
<td>01</td>
</tr>
<tr>
<td>Effective date:</td>
<td>02-Jul-18</td>
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<tr>
<td><em>(Load to production)</em></td>
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### High level description:
PNR Synchronisation Option 3 has been activated for **Lufthansa (LH) and Austrian Airlines (OS)**. All PNR synchronisation option 3 labels according to IATA AIRIMP on all Travelport systems.

### Impact summary:
When an airline makes a change to a PNR that was originally created in a Travelport system, the airline will send the updated PNR data to the Travelport system for the PNR to be updated accordingly.

### Reason for issue:
First notification

### Impacted customers:
- ☒ Agency customers
- ☒ Airline customers
- ☐ eCommerce customers
- ☐ Car, hotel, rail or cruise customers

### System:
- ☒ Travelport Galileo
- ☒ Travelport Apollo
- ☒ Travelport Worldspan

### Load to pre-production:
Not applicable

### Web services:
*(API and Messaging)*
Not applicable

### Issue history:
Version 01 issue date: 09-Jul-18
Overview

Currently when an Airline makes a change to a PNR that was originally created in a Travelport system, the changes may not be transferred to the Travelport PNR.

PNR Synchronisation Option 3 messages will ensure the PNR owner/originator is informed of changes to names, itinerary, ticketing or other PNR elements made by the Airline.

Any modifications resulting in additions, modification or cancellations to data in a PNR, held in another system (Airline or GDS), must be sent as standard AIRIMP messages from the system making the changes.

Travelport supports all labels and message structures of PNR Synchronisation Option 3 according to AIRIMP section 8.7.

Customer benefit

Ensures synchronisation of PNRs between Travelport and Lufthansa (LH) and Austrian Airlines (OS).

Detail and customer examples

When a passenger contacts the Airline, or accesses the Airline’s website for the purpose of changing or adding details to their reservation that was created in a Travelport system, the Airline makes the changes in their system, but these changes are not reflected in the original PNR.

The Airline participating in AIRIMP Synchronisation will make the necessary modifications, and then format a Synchronisation message which will be transmitted to the Travelport system PNR.

These changes are reflected on the Travelport system ensuring PNRs are kept in synchronisation between Travelport and the Airline system.

These PNRs will fall onto agency Queue 3 as there have been changes made to the PNR and as such must be advised.

Travelport supports “PNR Synchronisation Option 3” according to all message identifiers, rules and construction of data of AIRIMP chapter 8.7.

Lufthansa (LH) and Austrian Airlines (OS) joins the growing list of Airlines that participate in PNR Synchronisation Option 3 with Travelport. For a list of all PNR Synchronisation Option 3 participants, examples and in depth details refer to ASK Travelport answer AN15219.

The following is a list of functionalities that was tested with Lufthansa (LH) and Austrian Airlines (OS) as part of PNR Synchronisation:

- PNR Cancel
- Segment cancel and rebook onto own flights
- Add SSRs
- Decline SSRs
• OSI add/update
• Seat cancel or change
• Name Change
• Divide
• PNR Reduce

Please check with the airline directly to as to what functionality is activated.

Glossary

<table>
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<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>AIRIMP</td>
<td>A4A/IATA Reservations Interline Message Procedures—Passengers</td>
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<tr>
<td>IATA</td>
<td>International Air Transport Association</td>
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<tr>
<td>PNR</td>
<td>Passenger Name Record</td>
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