



3/30/2020

GDS Procedures

Due to the extensive flight cancellations and the suspension of international flights as a precautionary measure to prevent the spread of corona virus ,all cancelled flight segments will change to UN status in the GDS PNR and if these segments were not removed from the GDS PNR at least 25 hours prior to the departure date of these segments, RJ will be charged the full booking fees for these segments.

Accordingly and as per the RJ GDS booking & ticketing policy(**published on ARC link and on <https://www.rj.com>**) all travel service providers are kindly requested to remove all HX,UN,UC and NO segments from their PNRs immediately or at least 25 hours prior to the flight departure date.

We understand these are difficult times. We are aware you are working remotely with limited staff, but we ask for your kind cooperation on this important issue which when the sectors which have been HX,UN,UC remain active, they result to high GDS billing with no real benefit to anyone.

Regretfully, failure to remove these inactive segments from the GDS PNRs will make the travel service provider susceptible to ADMS as per the above policy.

Passenger Reservations in the USA: 212/949 0050

RJ Sales office for New York and the East & West Coasts: 212/949 0060 x 4056

RJ Sales office for Illinois, Michigan and the Midwest Region: 224/539 8300

Group Sales USA: 212/940 0060 x 4090

Cargo Reservations in the USA: 718/553 2753

Sales Office & Reservations in CANADA: 514/631 2403

Cargo Reservations in Canada: 514/8741851

