

**Sales Strategies - Global Distribution Systems** استراتيجيات المبيعات - نظم التوزيع الشامل
URGENT BULLETIN نشرة عاجلة**Alfursan Upgrade Using Frequent Flyer Miles**

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Distribution List / قائمة التوزيع
GDSs and Travel Service Providers Worldwide
For information: All SV Sales Manager & GMs

Saudia regularly receives requests from Alfursan members to upgrade their bookings, which were originally created and ticketed through travel agencies, using their accumulated frequent flyer miles. Saudia would only be able to promptly fulfil such requests if Alfursan member was booked in a separate PNR by the travel agency. However, if Alfursan member was booked in a multi-party PNR, then his booking needs to be divided into a separate PNR first by the travel agency who created the multi-party PNR and then Saudia can help him upgrade his booking. Saudia would not be able to divide the multi-party PNR from its side if that PNR was created outside the Amadeus system due to the lack of PNR synchronization functionality between the SV system and the other GDSs. In this case, the passenger needs to contact the agency, which created and ticketed his PNR, and request them to divide his booking into a separate PNR for Saudia to be able to serve him.

To facilitate prompt service to the passengers and avoid any inconvenience to them, Travel Service Providers are kindly requested to create separate PNRs for Alfursan members who would like Saudia to upgrade their bookings using their accumulated frequent flyer miles. This way Saudia would be able to upgrade the passenger's booking without the need to first divide the PNR by the travel agency, which created and ticketed the multi-party PNR.

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SAUDI ARABIAN AIRLINES



الخطوط الجوية العربية السعودية

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