

# IMPORTANT BOOKING & TICKETING POLICY ANNOUNCEMENT.

## Avoid costly debit memos for inactive segments.

Continental is working hard every day to improve our products and services for you and your clients. In addition, we're very focused on significantly reducing non-value added costs so we can continue offering attractive and competitive fares. One key component in this effort is to minimize the costs associated with bookings made through the Global Distribution Systems (GDS).

Continental Airlines would like to remind travel agencies to comply with all Articles of our Booking and Ticketing Policy. You may review our Booking and Ticketing Policy at [continental.com/agency](http://continental.com/agency). Please note that item 10 under Article III requires Travel Service Providers to remove Inactive Segments from their CRS/GDS PNR at least 24 hours prior to the scheduled departure of each flight segment. Inactive segments include flight segments with the following status codes: HX, NO, UN, US, UC, SC, or WK. Travel agents must accept the TK status segment making it an HK status segment. In order for travel agencies to avoid receiving a debit memo or ADM for Inactive Segment violations, appropriate action must be taken on all PNRs that appear on queue for processing. Inactive segments must be removed from PNRs using the XK or DL (Delete Element) function at least 24 hours prior to the scheduled departure time. Please check with your GDS for the correct code or procedure.

Benefits of prompt queue management include:

- More timely Upgrade, Waitlist and Schedule Change advisements
  - More timely Seat Assignment change notifications
  - Reduces "No-Recs" (No PNR records)
- Helps ensure your clients hassle-free use of online check-in and self service kiosks
  - Increased PNR synchronicity and reduced teletype rejects

As an ARC approved agency and Continental distributor that issues tickets for non-accredited subscribers, we ask your assistance in passing this policy information onto your affiliates including any non-accredited or sub agent locations.

Thank you again for your help with this important initiative. Better queue management and removal of inactive segments is a winning proposition for us all and we sincerely appreciate your cooperation and support.

To receive future information via e-mail, sign up online at [continental.com/agency](http://continental.com/agency).

**Continental Airlines** 

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Fly Right.®**