## Table of Contents

1. [How to book a group booking with Norwegian](#) ................................................................. 02
2. [Activated PNR (Ticketless/ok)](#), ..................................................................................... 07
3. [How to book extra seats]...................................................................................................... 09
4. [How to cancel seats and other segments]........................................................................... 11
5. [How to split a PNR]............................................................................................................ 12
6. [How to add names in a group booking]................................................................................ 14
7. [Name correction – Name update]....................................................................................... 15
8. [Seating].............................................................................................................................. 16
9. [Meal Longhaul]................................................................................................................ 19
10. [Important information]..................................................................................................... 19
11. [Useful inputs]..................................................................................................................... 20
1. How to book a group booking with Norwegian

1. Start by booking the requested flight segments, using Amadeus availability display

   \[ \text{AE} + \text{<departure date>} + \text{<citypair>} + \text{/ADY, AD8 or ADI} \text{ (for Norwegian flights only)} + * + \text{<return date>} \]

   Example
   
   One way - \text{AE10FEBOSLCPH/ADY}
   
   Roundtrip - \text{AE10FEBOSLCPH/ADY*11FEB}

   
   \[
   \begin{array}{|c|c|c|c|c|c|c|}
   \hline
   & \text{** NORWEGIAN AIR SHUTTLE - AE ** CPH COPENHAGEN.DK} & 101 & \text{TU 10FEB 0000} \\
   \hline
   1 & \text{DY 932} & \text{C9 C9 E9 S9 A9 K9 Y9 /OSL CPH 2 0735} & 0845 & \text{E0/73H} & 1:10 \\
   & \text{R9 B9 U9 W9 Z9 M9 L9 V9 T9 H9 P9 X9 GL} & & & & \\
   \hline
   2 & \text{DY 3222} & \text{C9 C9 E9 S9 A9 K9 Y9 /OSL CPH 2 0900} & 1010 & \text{E0/73H} & 1:10 \\
   & \text{R9 B9 U9 W9 Z9 M9 L9 V9 T9 H9 P9 X9 GL} & & & & \\
   \hline
   3 & \text{DY 940} & \text{C9 C9 E9 S9 A9 K9 Y9 /OSL CPH 2 1350} & 1500 & \text{E0/73H} & 1:10 \\
   & \text{R9 B9 U9 W9 Z9 M9 L9 V9 T9 H9 P9 X9 GL} & & & & \\
   \hline
   4 & \text{DY 948} & \text{C9 C9 E9 S9 A9 K9 Y9 /OSL CPH 2 1730} & 1840 & \text{E0/73H} & 1:10 \\
   & \text{R9 B9 U9 W9 Z9 M9 L9 V9 T9 H9 P9 X9 GL} & & & & \\
   \hline
   5 & \text{DY 1240} & \text{C9 C9 E9 S9 A9 K9 Y9 /OSL CPH 2 1840} & 1950 & \text{E0/73H} & 1:10 \\
   & \text{R9 B9 U9 W9 Z9 M9 L9 V9 T9 H9 P9 X9 GL} & & & & \\
   \hline
   \end{array}
   \]

   Norwegian groups are always booked in G-class, and G-class will always be displayed as “GL” in Amadeus.

   2. Choose seats (authorized sell)

   \[ \text{SS} + \text{<number of seats>} + \text{G} + \text{<line number in the upper part of the display>} \text{ (+ * + <line number in the lower part of the display>)} \]

   Example:

   One way – \text{SS15G1}
   
   Roundtrip – \text{SS15G1*13}
3. Add a group-name to the PNR

Example:

NG15 TESTGROUP

NG Name group transaction code
15 Number of passengers
TESTGROUP Name of tour party

It is only possible to use the letters A-Z in a group name. It is not possible to change a group name.

NB! Slash (/) in a group name not allowed.

4. Add ticketing arrangement element (TK element)

Example:

TKIN20SEP

TK Ticketing element transaction code
IN International itinerary
20SEP The date when the PNR will appear on queue

Example of other ticketing elements: TKDO, TKOK

5. Add mobile phone number

Example:

APM-004799225588

APM- Mobile phone contact transaction code
0047 Country code (0047 for Norway, 0046 for Sweden, 0045 for Denmark, etc)
99225588 Mobile phone number

Norwegian recommends that a group adds a mobile phone number to a contact person, for Norwegian to send SMS in case of irregularities/route changes. If a group wants to add more than one mobile phone number, the number must be passenger related.
Example:
APM-004799225588/P1

6. Add an e-mail address

Example:
OS DY CTCE OSL HANS.HANSEN//EMAIL.COM

It is not possible to use “@”. “//” replaces this input. “_” is replaced by “..”

7. Add the luggage input (must be segment related)

SK LUGG DY=2PC/Sx

If luggage is missing entirely, you will get the following message: TICKETLESS/NOT OK/LUGGAGE MISSING

8. Insert form of payment

Example:
FPNONREF
FPCCxx1234567891011121/0115
FPRC0011223

9. Insert GRPF input

SR GRPPFDY(or D8/DI)—SETTLED FARE

10. Create a PNR record locator (Reference number)

Store reservation by ending and redisplaying transaction:

ER
After all the inputs are added, it is visible like this:

```plaintext
--- RLR ---
RP/TOSDY0030/TOSDY0030  CU/RC  18SEP14/1002Z  30FDD6
0. 15TESTGROUP  NM: 0
1  DY 932 G 10FEB 2 OSLCPH HN15 0735 0845 *1A/E*
   /DY /NO/C/I/CAB Y/ / / / /
2  DY 941 G 11FEB 3 CPHOSL HN15  2 1530 1640 *1A/E*
   /DY /NO/C/I/CAB Y/ / / / /
3  APM 004799225588
4  TK IN20SEP/TOSDY0030
5  SSR CKIN DY LUGGAGE 2 PCS
6  SSR GRPF YY SETTLED FARE
7  OSI DY CTCE OSL HANS.HANSEN//EMAIL.COM
8  FP NONREF
>
```

We reserve the right to cancel your booking if the PNR does not contain all required elements by the given deadline.

When you make a request in a group booking, the flight status code is set to “HN” or “HL”, and will remain that way until Norwegian confirm or cancel the segment. The PNR is automatically queued to Norwegian for fare.

Here are the most common flight status codes you will find in a group PNR with Norwegian:

**Waiting for action**

- **HN**: Holding need
- **HL**: Have listed
- **TN**: Holding need, advise passenger new times (schedule change)
- **TL**: Waitlisted, advise passenger new times (schedule change)

**Flights confirmed**

- **KK**: Confirming (action needed – ERK to reconfirm)
- **KL**: Confirming from waitlist (action needed – ERK to reconfirm)
- **HK**: Flight segment reconfirmed
- **TK**: Confirming, advise Passenger new times (schedule, action needed – ERK to reconfirm)
Flights not available (for different reasons)

UN    Unable, does not operate
UC    Unable, flight closed, have not waitlisted

Once a flight segment is confirmed, a net-fare is also added.

Example:

SSR GRPF DY HN15 NET/NOK/500/TEST/CUL/S1

Explanation:

SSR GRPF DY    SSR groups fare transaction code
HN15    Number of seats in PNR with this fare
NET/    Indicates that is it a net fare (excluding taxes)
NOK/    Fare currency
500/    Net-fare price per passenger
TEST/    Fare basis code
CUL/    Initials of the agent who inserted this fare in the PNR
S1    Indicates which flight segment the fare is connected to
2. Activated PNR (TICKETLESS/OK)

Once the flight segments are confirmed and a net-fare is added, an input is inserted, so the PNR becomes “Ticketless/ok”, and the payment details are visible:

--- RLR ---
RP/TOSDY0030/TOSDY0030  WS/RC 18SEP14/1011Z 3OFDD6
0. 15TESTGROUP NM: 0
1 DY 932 G 10FEB 2 OSLOPH KK15 0735 0845 *1A/E*
   /DY /NO/C/I/CAB Y/DBKK/ / / /
2 DY 941 G 11FEB 3 CPHOSL KK15 2 1530 1640 *1A/E*
   /DY /NO/C/I/CAB Y/DBKK/ / / /
3 ATM 004799225588
4 TK IN20SEP/TOSDY0030
5 SSR GRPF YY SETTLED FARE
6 SSR GRPF DY HN15 NET/NOK/500/TEST/CUL/S1
7 SSR GRPF DY HN15 NET/NOK/500/TEST/CUL/S2
8 SSR GRPF DY RESTPAY /11JAN15/NOK/15792/15PAX
9 SSR GRPF DY DEPOSIT /09OCT14/20PCT/NOK/3940/15PAX
10 SSR GRPF DY TOTALPAY /11JAN15/NOK/19740//15PAX
11 SSR OTHS DY /STATUS/TICKETLESS/OK
12 OSI DY CTCE OSL HANS.HANSEN//EMAIL.COM
13 OSI DY /NASROBOT
14 SK LUGG DY HK15 2PC/S1
15 SK LUGG DY HK15 2PC/S2
16 RM DY WARNING - FOP REGISTERED, UNLESS SPACE IS RELEASED,
   DEPOSIT WILL BE AUTO CHARGED ON DUE DATE GIVEN IN SSR

To process, enter ERK to update flight segment status from KK to HK

Explanation:

OSI DY /NASROBOT
The input that activates the ticketless issue

SSR OTHS DY /STATUS/TICKETLESS/OK
The input that shows whether the PNR is okay for ticketless or not. If it is not okay, input will look like this: SSR OTHS DY /STATUS/TICKETLESS/NOT OK/...

It will also inform why the PNR is not okay.

Example:

SSR OTHS DY /STATUS/TICKETLESS/NOT OK/MISSING FOP
SSR OTHS DY HN35 /STATUS/TICKETLESS/NOT OK/SEGMENT 2 IS MISSING NET PRICE/S2
SSR OTHS DY /STATUS/TICKETLESS/NOT OK/THERE ARE UNCONFIRMED SEGMENTS
SSR OTHS DY /STATUS/TICKETLESS/NOT OK/PAX MISSING EMAIL
SSR GRPF DY REDEPOSIT /09OCT14/20PCT/NOK/3948/15PAX

Explanation:

SSR GRPF DY DEPOSIT /09OCT14/20PCT/NOK/3948/15PAX

The deposit is 20% of the total price, and is normally set to be charged 21 days after the PNR is activated (Ticketless/ok). For exceptions, see Norwegians group rules.

SSR GRPF DY RESTPAY /11JAN15/NOK/15792/15PAX

After a deposit is charged, the remaining amount (80%) will be charged 30/60 days before departure. This date is the same date as the totalpay date. If there is no deposit amount in the PNR, the restpay and totalpay amount is the same.

SSR GRPF DY TOTALPAY /11JAN15/NOK/19740/15PAX

The total price of the flight(s) for all passengers in the PNR, including taxes (rounded up to the closest whole amount)

NB! If any special luggage such as golf equipment is added in PNR, the price for this is not visible in totalpay segment.

When the PNR is “Ticketless/ok”, and the flight segments are active, the PNR is automatically charged for the given amounts on the given dates in the PNR. Agents do not need to take any other action to charge the amounts.

NB! For bookings activated less than:

50 days prior to departure
  Deposit amount is set to nil (0)

30 days or less prior to departure
  Deposit amount is set to nil (0)
  Deadline for the total payment is 72 hours after PNR is activated (ticketless/ok)

If you try to make a change in PNR, you might get the following information:

SIMULTANEOUS CHANGES TO PNR – USE WRA/RT TO PRINT OR IGNORE

This usually means that the Robot has done an update on your PNR. to see how the PNR looks like after the robot has updated PNR, enter IR

IR
  Ignore and redisplay PNR. The PNR is redisplayed as it was the last time it was stored. Without the entries made since the last retrieval/file. It is also used to update the PNR in case the robot has made any changes. You can also use IG, but then you only ignore (which means you also exit the PNR)
3. How to book extra seats

It is not possible to add more seats in an existing PNR. If the group wishes to add more seats, you have to use the following input: RRA/..

Example:

RRA/5

RRA/ Copy PNR and create an AXR link
5 Number of seats in the copied PNR

To file the extra seats, add a TK element and use ER input.

Example:

TKIN20SEP

ER

NB! Remove the old net-fares and ticketless status in the new PNR (they too will be copied from the original PNR)
Other inputs to copy a PNR:

**RRN/..**  Copy itinerary and passenger information from one PNR to another without linking them together

**RRI/..**  Copy itinerary information only (not passenger information)

**RRP**  Copy passenger information only (not itinerary)

When you have a group of more than 99 passengers, you are unable to use **RRA/..**. You can either divide the group in two, or you can book 99 seats in one PNR, use **RRN/..** and write the following in all PNR's: SROTHSDY- ATT DY TRVL TOGETHER WITH REF XXXXXX
4. How to cancel seats or other segments

To cancel single or multiple active elements, enter XE

Example:

--- AXR RLR ---
RP/TOSDY0030/TOSDY0030  CU/RC  18SEP14/1020Z  3OFDD6
0. 15TESTGROUP  NM: 0
 1  DY 932 G 10FEB 2 OSLCPH KK15 0735 0845  *1A/E*
     /DY /NO/C/I/CAB Y/OBKK/ / / /  
 2  DY 941 G 11FEB 3 CPHOSL KK15 2 1530 1640  *1A/E*
     /DY /NO/C/I/CAB Y/OBKK/ / / /  
 3  APM 004799225588
 4  TK IN20SEP/TOSDY0030
 5  SSR GRPF YY SETTLED FARE
 6  SSR GRPF DY HN15 NET/NOK/500/TEST/CUL/S1
 7  SSR GRPF DY HN15 NET/NOK/500/TEST/CUL/S2
 8  SSR GRPF DY RESTPAY /11JAN15/NOK/15792/15PAX
 9  SSR GRPF DY DEPOSIT /09OCT14/20PCT/NOK/3948/15PAX
10  SSR GRPF DY TOTALPAY/11JAN15/NOK/19740//15PAX
11  SSR OTHS DY /STATUS/TICKETLESS/OK
12  OSI DY CTCE OSL HANS.HANSEN//EMAIL.COM
13  OSI DY /NASROBOT
14  SK LUGG DY HK15 2PC/S1
15  SK LUGG DY HK15 2PC/S2
16  RM DY WARNING - FOP REGISTERED, UNLESS SPACE IS RELEASED,
    DEPOSIT WILL BE AUTO CHARGED ON DUE DATE GIVEN IN SSR
    GRPF ELEMENT
17  FP NONREF
    * RR 18SEP/CURC/TOSDY0030-3OFIWL

XE12  Cancel segment 12 (mail address)
XE1   Cancel segment 1 (flight segment)
XE1-2 Cancel segment 1-2 (flight segments)
XE0.5 Cancel 5 seats

If the passenger-names is added and you need to cancel one of the seats (a specific passenger), use the same input as when cancelling a segment (XE6 for passenger number 6)

You will also see that when adding names in a group, the segment-number for the flight-segments and other inputs will change (DY932 will for an instance have segment-number 16 instead of 1)
5. How to split a PNR

You split a PNR if you want to change the itinerary for one or more passengers. In one PNR you must split the PNR. When you do this, you separate them from the original PNR. Splitting a PNR is required since all passengers in a PNR must have an identical flight itinerary.

Example:

- **SP0.5**  Split 5 seats (with no name)
- **SP1**   Split passenger number 1
- **SP1-5**  Split passenger 1-5

To file the split use **EF**, and **ER** input.

Example:

Main PNR:

```
--- AXR RLR ---
PP/TOSDY0030/TOSDY0030  CU/RC  18SEP14/1037Z  3OFDD6
2. 10TESTGROUP  NM:  0
  1  DY 932 G 10FEB 2 OSLCPH KK10  0735 0845  *1A/E*
      /DY /NO/C/I/CAB Y/OBKK/ / / / 
  2  DY 941 G 11FEB 3 CPHOSL KK10  2 1530 1640  *1A/E*
      /DY /NO/C/I/CAB Y/OBKK/ / / / 
  3  AEM 004799225588
  4  TK 1IN2SEP/TOSDY0030
  5  SSR GRPF YY SETTLED FARE
  6  SSR GRPF DY HN10 NET/NOK/500/TEST/CUL/S1
  7  SSR GRPF DY HN10 NET/NOK/500/TEST/CUL/S2
  8  SSR GRPF DY RESTPAY /11JAN15/NOK/15792/15PAX
  9  SSR GRPF DY DEPOSIT /09OCT14/20PCT/NOK/3948/15PAX
 10  SSR GRPF DY TOTALPAY/11JAN15/NOK/19740//15PAX
 11  SSR OTHS DY /STATUS/TICKETLESS/OK
 12  SSR GRFS YY TCP 15 TESTGROUP
 13  OSI DY CTCE OSL HANS.HANSEN//EMAIL.COM
 14  OSI DY /NASROBOT
 15  SK LUGG DY HK10 2PC/S1
 16  SK LUGG DY HK10 2PC/S2
 17  RM DY WARNING - FOR REGISTERED, UNLESS SPACE IS RELEASED,
      DEPOSIT WILL BE AUTO CHARGED ON DUE DATE GIVEN IN SSR
      GRPF ELEMENT
 18  FP NONREF
*  RR 18SEP/CURC/TOSDY0030-3OFIW3
*  SP 18SEP/CURC/TOSDY0030-3OFNW3
```
Split:

--- AXR RLR ---
RP/TOSDY0030/TOSDY0030 WS/RC 18SEP14/1037Z 3OFNW3
0. 5TESTGROUP NM: 0
1  DY 932 G 10FEB 2 OSLCPH KK5 0735 0845 *1A/E*
   /DY /NO/C/L/CAB Y/OBKK/ / / /
2  DY 941 G 11FEB 3 CPHOSL KK5 2 1530 1640 *1A/E*
   /DY /NO/C/L/CAB Y/OBKK/ / / /
3  APM 004799225588
4  TK IN20SEP/TOSDY0030
5  SSR GRPF YY SETTLED FARE
6  SSR GRPF DY HN5 NET/NOK/500/TEST/CUL/S1
7  SSR GRPF DY HN5 NET/NOK/500/TEST/CUL/S2
8  SSR GRPS YY TCP 15 TESTGROUP
9  SSR GRPF DY TOTALPAY/11JAN15/NOK/6580/5PAX
10 SSR GRPF DY RESTPAY /11JAN15/NOK/5264/5PAX
11 SSR GRPF DY DEPOSIT /09OCT14/20PCT/NOK/1316/5PAX
12 SSR OTHS DY /STATUS/TICKETLESS/OK
13 OSI DY CTCE OSL HANS.HANSEN//EMAIL.COM
14 OSI DY /NASROBOT
15 SK LUGG DY HK5 2PC/S1
16 SK LUGG DY HK5 2PC/S2
17 PM DY WARNING - FOP REGISTERED, UNLESS SPACE IS RELEASED,
   DEPOSIT WILL BE AUTO CHARGED ON DUE DATE GIVEN IN SSR
   GRPF ELEMENT
18 FP NONREF
  * BR 18SEP/CURC/TOSDY0030-3OFIWL
  * SP 18SEP/CURC/TOSDY0030-3OFDD6
6. How to add names in a group booking

To add names in a group booking, enter NM...

Example:

NM1HANSEN/HANS MR

NM Name element transaction code
1 Number of passengers with this surname to be entered
HANSEN Surname
HANS Given name
MR Title

The surname must contain a minimum of two characters and can contain up to 57 (60 – 3 characters for number in party, delimiter and first name initial).

It is possible to add more than one name in the same input.

Example:

NM2HANSEN/HANS MR/HANSEL MS
NM1HANSEN/HANS MR1JENSEN/JENS MR

When children or infant (in lap) is travelling in a group, this must be specified.

Example:

NM1HANSEN/HANS MR (CHD)
NM1HANSEN/HANSEL MS (INF/HANS)
NM1HANSEN/HANSEL MS (INFJENSEN/JENSEN) – if infant have a different surname than the passenger he or she is sitting together with

NB! It is not possible to add to identical names in the same PNR or group. If two persons with the same name are travelling together, you must make a small change in one of the names.

Example:

NM2HANSEN/HANSEL MS/HANSEL MRS
Or
NM2HANS/HANS MR/HANS JR MR

To see the list of added names in a group, enter RTN
7. Name correction – Name update

You can change or update a passenger’s name free of charge in a Norwegian group booking.

1. Enter the namelist display

```
RP/TOSDY0030/TOSDY0030   CU/RC  18SEP14/1047Z  3OFDD6
0.  OTESTGROUP NM:10
BKD:15  CNL: 0  SPL: 5
  1. ANSEN/HANS MR  2. ANSEN/HANSEL MS  3. EVENSEN/EVEN MR
  4. EVENSEN/EVA MS  5. JENSEN/JENS MR  6. JENSEN/JULIE MS
  7. PETTERSEN/PETTER MR  8. PETTERSEN/PETRA MS
  9. THORSEN/TOR MR 10. THORSEN/TORHILD MS
> 
```

2. Choose the name you want to update

```
RP/TOSDY0030/TOSDY0030   CU/RC  18SEP14/1047Z  3OFDD6
0.  OTESTGROUP NM:10
BKD:15  CNL: 0  SPL: 5
  1. ANSEN/HANS MR  **2. ANSEN/HANSEL MS**  3. EVENSEN/EVEN MR
  4. EVENSEN/EVA MS  5. JENSEN/JENS MR  6. JENSEN/JULIE MS
  7. PETTERSEN/PETTER MR  8. PETTERSEN/PETRA MS
  9. THORSEN/TOR MR 10. THORSEN/TORHILD MS
> 
```

3. Change/update the name

```
NU2/1HANSEN/HANSEL MS
```

**NU** Name update transaction code

**2** Name element to be updated

**/1** Slash, number of passengers with the same family name

**HANSEN/HANSEL MS** Updated family name, slash, given name and title

Other inputs:

**1/(CHD)** Add child category to passenger number 1

**8/(INF/ANN)** Add an infant to passenger number 8
1-10G Remove the names of passenger 1-10 in a PNR without canceling the seats

File the change after (ER)

8. Group seating

To seat a group, the flights must be confirmed. You can create a group seating block for groups up to 99 passengers. You do not need names of the passengers to make a seating block.

Example:

STNG Blocking a group space for all fights in a PNR

STNG/S11 Blocking a group space for flight segment 11

--- AXR RLR ---
RP/TOSDY0030/TOSDY0030 WS/RC 18SEP14/1047Z 3OFDD6
0. OTTESTGROUP NM:10
  11 DY 932 G 10FEB 2 OSLCPH KK10 0735 0845 *1A/E*
    /DY /NO/C/I/CAB Y/0BKK/ / / /
  12 DY 941 G 11FEB 3 CPHOSL KK10 2 1530 1640 *1A/E*
    /DY /NO/C/I/CAB Y/0BKK/ / / /
  13 APM 004799225588
  14 TK INZ0SEP/TOSDY0030
[15 SSR NGST DY HK OSLCPH/S11]
[16 SSR NGST DY HK CPHOSL/S12]
17 SSR GRPF YY SETTLED FARE
18 SSR GRPF DY HN10 NET/NOK/500/TEST/CUL/S11
19 SSR GRPF DY HN10 NET/NOK/500/TEST/CUL/S12
20 SSR GRPS YY TCP 15 TESTGROUP
21 SSR GRPF DY DEPOSIT /09OCT14/20FCT/NOK/2632/10PAX
22 SSR GRPF DY TOTALFAY/11JAN15/NOK/13160//10PAX
23 SSR GRPF DY RESTFAY/11JAN15/NOK/10528/10PAX
24 SSR CKIN DY HN10 LUGGAGE 2 PCS/S12/P1-10
25 SSR CKIN DY HN10 LUGGAGE 2 PCS/S11/P1-10
26 SSR OTHS DY /STATUS/TICKETLESS/OK
27 OSI DY CTCE OSL HANS.HANSEN//EMAIL.COM

Explanation:

SSR NGST DY HK OSLCPH/S11

SSR NGST The SSR code of NGST

DY The airline code

HK The status code

OSLCPH Board and off point for which it applies.
You can display a group seat map that highlights the blocked group space with the following entry: **SM..**

Example:

**SM11**

![Seat map](image)

Or

**SM11**

```
0 0 0 0 0
0 1 2 3 3
12345678901234567890123456789012345678901
<   EE   >
F X///GGII.XEX........II.UUU
E X///GG.I.XEX........I.I.UUU
D X///GGI.XEX........I....I.UU
C ///GG...XEXI...I....I...
B ///I.G...XEX.I.I........I.
A ///IIG...XEX.II........I
<   EE   >
12345678901234567890123456789012345678901
0 0 0 1 2 3
0 0 0 0 0 0
```

You can also specify the seat map to only include the blocked space with the following entry: **SMG..**

Example:
It is also possible to specify the area where you want to block a space (check seat map for availability first)

Example:

**STNG/4A-5D**  Blocking the seats 4A-F+5A-D on all flights in the PNR

**STNG/4A-5D**  Blocking the seats 4A-F+5A-D on flight segment 11

When the PNR contains passenger names, these passengers can be assigned specific seats, within the blocked group space. The maximum number of passengers allowed a seat assignment at once, is 9

Example:

**ST/P1-9**  Assigning seats in the blocked group space for passenger 1-9 on all flights. The system will assign the 9 passengers automatically based on last name

**ST/P10**  Assigning a seat in the blocked group space for passenger 10 on all flights

**ST/P1/S11**  Assigning a seat in the blocked group space for passenger 1 on flight segment 11

**ST/4D/P1**  Assigning a specific seat in the blocked group space for passenger 1 on all flights.

**ST/4D/P1/S11**  Assigning a specific seat in the blocked group space for passenger 1 on flight segment 11

It is possible to assign seats without making a group block first, if the passenger names are registered.
9. Meal Longhaul

Meal on long haul destinations is included in the group price, but the input must be manually inserted in the PNR no later than 72 hours before departure to make it valid.

SR SPMLDY- STANDARD/S.../P...

For passenger requiring special diet this has to be requested in addition: SR xxxx/S../P..

xxxx =

GFML Gluten free
DBML Diabetes
NLML No lactose
VGML Vegan
MOML Muslim meal
VLML Vegetarian

10. Important information

Once you insert a form of payment in the PNR, it is not possible to change this until after the deposit has been charged.

When receiving a schedule change, please contact Norwegian by sending an email to groupagent@norwegian.com. Do not make any manual changes yourself.

Norwegian groups are currently not ticketed/reported through BSP.

Ticket numbers is automatically added in reservation approximately 24 hours before departure.
11. Useful inputs

History

RH  Retrieve General history in PNR
RHA  Retrieve Flighthistory in PNR
RHQ  Retrieve Queue history

Notes

SRCKINDY-<free text>  Notes to handling at check-in
SROTHSDY-<free text>  Notes to Norwegian

Other

OSDY/VALIDATE  Manual ticketless-update of PNR
OSDY/ID/
CURRENCY/NOK/<languagecode>  Choose a language for the travel documents