Norwegian Group Bookings

Quick Reference Guide

Norwegian Agent Support

V.5 -January 2022

Agent Portal | Group Rules

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Useful links:

1. How to make a group booking in Amadeus

1. Book requested flight and number of seats **AE + SSxGx**
2. Add a group name **NGx<name of group>**
3. Add **SR GRPF <airline code>-PLS ADV NETFARE**
4. Add TK element: **TK<action identifyer>**
5. Add a contact persons mobile number (so group receive important info on departure day) **APM- + <countrycode><mobile nbr>**
6. Add the contact persons email-address: **APE-<email@address>**
7. Add form of payment: **FP <form of payment>**
8. **ER/ET**
9. Do **IR** after a few seconds to see if you have received a group quote
   - ✓ Depending on the group request, you will receive a reply from Norwegian within seconds and up to 2 business days
   - ✓ If the group request is confirmed by Norwegian, PNR is updated with a price quote: ***SSR GRPFYY NETFARE XXX EXCL YQ/YR AND TAXES***
   - ✓ If the group request is rejected by Norwegian, it will display a message: ***SSR OTHSYY- <message>***
10. Confirm price quote: **SK GPCQ<airline code>-PRICE OFFER ACCEPTED** within quote validity
11. **ER/ET**
12. Do **IR** after a few seconds; HN will change to HK (only if there is still availability on the requested flights)
    - ✓ ***OPW/OPC*** with deadlines for deposit, name reporting, ticketing will be displayed in the PNR
    - ✓ If there is no availability/quote validity is expired, ***SSR OTHSYY-<message>*** will be displayed in the PNR

NOTE: Deadlines for deposit, name reporting, ticketing must be followed to avoid auto cancellation.

2. How to issue EMD-S for deposit

Issue EMD-S according to deposit deadlines and in same PNR as the group.

1. Add **NM1DEPOSIT/GROUPNAME**
   - ✓ Or one of the passengers name if already registered)
2. Add SVC element: **IU DY NN1 DEPO <dep.apt/dep.date>-free flow text/P1**
3. Create TSM: **TMC/L<svc line>/VDY**
4. Display TSM: **TQM**
5. Update TSM with
   a. **TMI/F<amount>/CV-<amount>** (There is no VAT-tax on domestic flights)
   b. **TMI/FP-<form of payment>**
   c. **TMI/YI** (for international) or **TMI/YD** (for domestic)
6. Issue EMD: **TTM**
7. Add: **OS<airline code> DEPOSIT EMD <emd-nbr> PAID <ddmmmyy><officeid>**
   - ✓ **NOTE**: Above entry must be added to avoid cancellation!

❖ See Deposit Rules for more info

3. How to price and issue tickets

Issue tickets according to ticketing deadlines

1. Price the group booking: **FXP/R,U*GROUP**
   - ✓ Children pay applicable ADT fare
   - ✓ Infant must be priced manually
2. Issue tickets: **TTP**
   - ✓ Validating carrier is DY (328-documents)

❖ See Ticketing and Pricing for more info

4. How to change names after ticket issuance

When tickets are issued, name changes can be made towards a fee.

1. Contact Agent Support
   - ✓ Norwegian will make the name change in the PNR
2. Reissue ticket with no additional collection
   a) Insert FO with original ticketnumber: **FO*L<fo line>**
   b) Update TST: **TTK/EXCH**
   c) Issue tickets: **TTP**
   - ✓ **NOTE**: Reissue must be made within the same day
3. Add SVC element: **IU DY NN1 PENN <dep.apt/dep.date>/P1**
4. Create TSM: **TMC/L<svc line>**
5. Display TSM: **TQM**
6. Update TSM:
   a) **TMI/F<fee>/CV-<coupon value>/IC-TKT<issued in conn with>**
   b) **TMI/FP-<form of payment>**
   c) **TMI/YI** (for international) or **TMI/YD** (for domestic)
   - ✓ Remember VAT-tax if applicable
7. Issue EMD: **TTM**
   - ✓ **NOTE**: EMD-S must be issued within the same day

NOTE: Name changes are only allowed before departure of the first flight in the booking.

- ❖ See Name Reporting and EMD for more info

5. How to refund deposit

When tickets are issued, deposit can be refunded according to refund rules

1. Initiate refund of deposit: **TRF<emd nbr>/EMD**
2. **Update the refund record** if required (eg. penalty for reduction)
3. Process the refund: **TRFP**

- ❖ See Refund Rules for more info

6. How to book ADD-ON

Domestic add-ons/connections are permitted on domestic flights up until 10 days before ticketing

1. Retrieve original group PNR
2. Split out passengers who are going to join the group from a different airport:
   a) If no names have been registered: **SP0.<number of seats>**
   b) If name is registered: **SP<name element number>**
3. Book requested flight and number of seats: **AE + SSxGx**
4. Add **SR GRPF<airline code>-PLS ADV NEW FARE**
5. **ER/ET**
6. Do **IR** after a few seconds to see if you have received a group quote
   ✓ Depending on the group request, you will receive a reply from Norwegian within seconds and up to 2 business days
   ✓ If the group request is confirmed by Norwegian, PNR is updated with a price quote: *SR OTHS 1A NETFARE XXX EXCL YQ/YR AND TAXES*
   ✓ If the group request is rejected by Norwegian, it will display a message: *SSR OTHSYY- <message>*
   ✓ Price quote will be given for the new itinerary, but the original will still be valid if the group does not confirm the new group quote.
   ✓ Remove the add-on segments if the group does not confirm the new quote or quote is not accepted within the quote validity.
7. Confirm price quote: **SK GPCQ<airline code>-PRICE OFFER ACCEPTED** within quote validity
8. **ER/ET**
9. Do **IR** after a few seconds; HN will change to HK (only if there is still availability on the requested flights)
   ✓ *OPW/OPC* with deadlines for deposit, name reporting, ticketing will be displayed in the PNR
   ✓ If there is no availability/quote validity is expired, *SSR OTHSYY-<message>* will be displayed in the PNR

NOTE: Deadlines for deposit, name reporting, ticketing must be followed to avoid auto cancellation.

7. How to increase a group booking

It is possible to increase the group size on either outbound or inbound travel by creating a new PNR in connection with the original group booking.

1. Retrieve original group PNR
2. Do **RRA/<number of seats>**
   ✓ This creates an AXR link between original PNR and the new PNR group booking
   a) If deposit is already issued, delete **OS<airline code> DEPOSIT EMD <emd-nbr> PAID <ddmmmyy><officeid>**
3. Add additional elements if needed
4. **ER/ET**
5. Continue from 9. on "How to make a Group Booking in Amadeus" if your new group request is confirmed with a price quote.

8. How to handle Schedule Changes

1. If the new routing is accepted by the group:
   a. Confirm TK segments with **ERK**
2. If the new routing is not accepted by the group
   a. Book new alternative segments (**AE + SSxGx**)
   b. Add **SR GRPF<airline code>-PLS ADV NEW FARE DUE TO SC**
   ✓ Keep the original segment (UN/TK)
3. Confirm price quote: **SK GPCQ<airline code>-PRICE OFFER ACCEPTED** within quote validity

NOTE: Contact groupagent@norwegian.com for renegotiation if your group wish to keep eg. one leg from the entire booking.