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**TARRIF NOTICE NUMBER: TN 037-12-17 TO ALL:**

**KQ COUNTRY MANAGERS  
KQ AREA MANAGERS  
KQ SALES MANAGERS  
KQ STATION MANAGERS  
KQ CUSTOMER RELATIONS  
KQ REVENUE ACCOUNTS  
KQ SECURITY**

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### **RE: UPDATE THE PNR (UTP)**

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Effective immediately all customer serving staff\* are expected to update the PNR with vital guest information for efficient decision making for all stations and all customer touch points.

For example, a guest: -

- Arrives late at the check-in or boarding gate
- Is offloaded due to unruly behavior
- Is denied boarding due to overbooking or equipment change
- Is denied boarding due to travel documents
- VIP, UMNR etc.

If you do not highlight this information on the PNR the feedback process or customer management: -

- Takes time and is a waste of resources.
- Reflects poorly on KQ's Information flow and Communication Management.
- Adds costs to our bottom line (net revenue/sales) i.e. refunds, avoidable ancillary expenses.
- Results in poor guest experience.

It is imperative that everyone performs this to enhance a level of effective information/communication flow between teams and stations and for quick follow-up & closure in case of feedback.

#### **How to Update The PNR**

- To create a general remark, enter the RM transaction code, followed by the remark text. For example, to indicate that you have advised the passenger of a cancellation penalty,

Altea entry **RM PSGR ADV CXNCL PENALTY**

General remarks are visible to all users who have the authority to review the PNR.

- To indicate that a remark applies to a specific passenger, use passenger association.

Altea entry **RM PSGR ADV CNCL PENALTY/P2**

If you do not use passenger association, the system applies the remark to all names in the PNR

- o Segment association is used to indicate that a remark applies to a specific segment, or can be used to combine segment and passenger association, for example:

Altea entry **RM PSGR ADV CNCL PENALTY/S4/P2**

**Do not forget to update the associated SSR remarks\***

**What to Update on the PNR;**

1. Flight Disruption  
Services offered to customer such as HOTAC, onward assistance requests i.e. MAAS, any unique aspects of customer experience
2. Denied Boarding  
Reason, Action taken thereafter by serving staff/team, services offered, any payment made to the guest in MCO or Cash i.e. Pax DB due O/S, offered DBC MCO 500, HOTAC and FIRAV
3. Disruptive / Irate Customer  
Handling Experience /Action taken i.e. unruly guest DB & handed over to security, DSM alerted.
4. Special cases  
VIP's, UM's, Stretcher cases, WCHR's, elderly, expectant mother, Language difficulties.
5. Sales & Ticketing  
Schedule changes communicated, and mode of communication i.e. email, telephone, travel agent, face to face
6. Downgrade  
Nature of Downgrade and if CICC form issued & serial number
7. Service Recovery  
ALL Upgrades, Lounge Access, Meals, TLC .... etc. (always include the authority)
8. Misconnections  
Information to Out-station, any unique handling i.e. baggage offloaded due payload etc.

You and I never anticipate flight operations to go wrong, neither does the customer but sometimes things go wrong. The handling and communication of the incident is key to improve the guest's experience.

**Please ensure this Tariff Notice is circulated to ALL your CUSTOMER servicing staff**

**For queries contact:** [contactcentreteamleaders@kenya-airways.com](mailto:contactcentreteamleaders@kenya-airways.com)

\*Customer Servicing Staff – Call Center, Sales and Ticketing, Agent Support, Revenue Assurance Support, Customer Service Agents, Flying Blue helpdesk, Travel Agents, Station Managers, Baggage/Hotel Services Agents and Customer Relations.

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**ISSUED BY: REVENUE MANAGEMENT**

**TN NO. : 037-12-17**

**ISSUED ON: 14<sup>th</sup> December 2017**

**EFFECTIVE: IMMEDIATELY**

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